arrive® | iNFO POINT™

User Manual

Contents

Arrive InfoPoint™ User Manual

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1. Introduction

Arrive InfoPoint™ is a powerful Interactive Room Sign that simplifies room scheduling dramatically. Arrive InfoPoint™ optimizes resource utilization and erases redundancy at low and modest operating costs. Arrive InfoPoint™ boasts of a robust integration with calendar systems like Microsoft® Outlook® and Lotus Notes®, an InfoPoint web server scheduler and touch enabled device placed outside the room to make the necessary booking. The user can select any of the suitable method to book the resources on single or recurring basis. The brilliance of Arrive InfoPoint™ lies in the simplicity of usage.

The purpose of the guide is to provide step by step guidance to get acclimatized with the product and use it efficiently and correctly.

2. Using Arrive InfoPoint™

Arrive InfoPoint™ offers three different platforms for room reservation:

1. Web Interface
2. Interactive Device - Arrive InfoPoint™ ID 800
3. Calendar Systems

Using the product from each of the platforms is explained in detail in the below sections.

2.1 Using InfoPoint Web Server

The InfoPoint web server can be accessed from any computer on the network.

> **Note:** The most recent Silverlight plug-in is required to access the application.

> **Note:** The resolution of the machine hosting the InfoPoint application should be 1024 x 768 and above.

1. Type the URL of the server. The Homepage of the application is displayed.
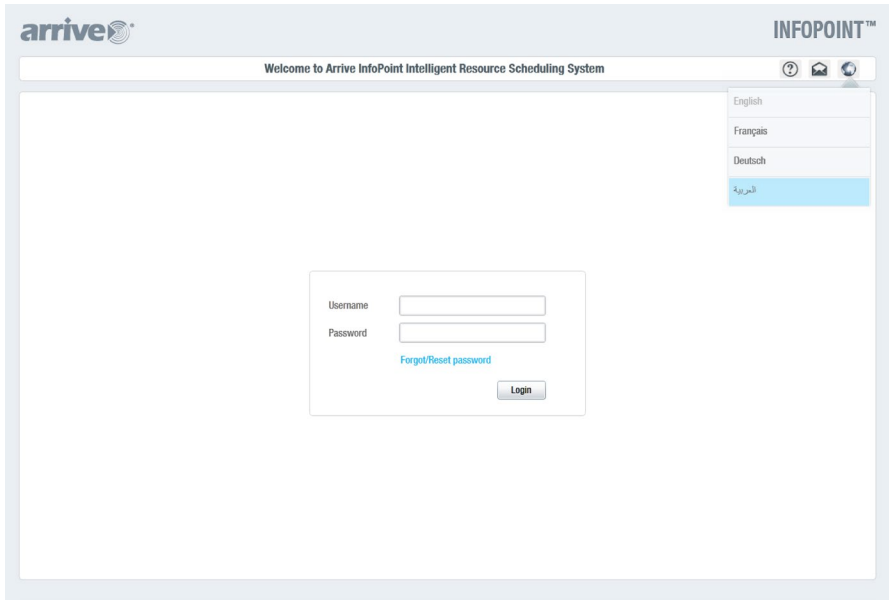
Figure 1: InfoPoint Homepage

Note: The application supports user interface in English, French, Arabic and German. The user can choose a language of his preference from the list. The menus and dialogue boxes are language specific. The default language is English.

2. Login to the application using the valid **Username** and **Password**. Click on **Login**.

Figure 2: Login Page

Note: Default Login: **admin** ,Default Password: **nimda1** for all language interfaces.

3. The Lounge Page of the InfoPoint application is displayed as shown below.

Figure 3: InfoPoint Lounge

The Homepage provides easy interfaces to navigate to the **Previous** and **Next** page and to **Refresh** the page. A history of frequently accessed pages are also displayed on the lounge page.
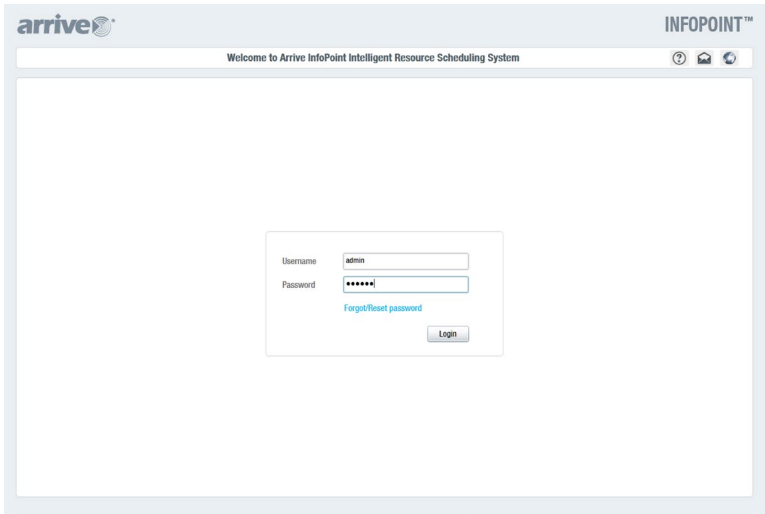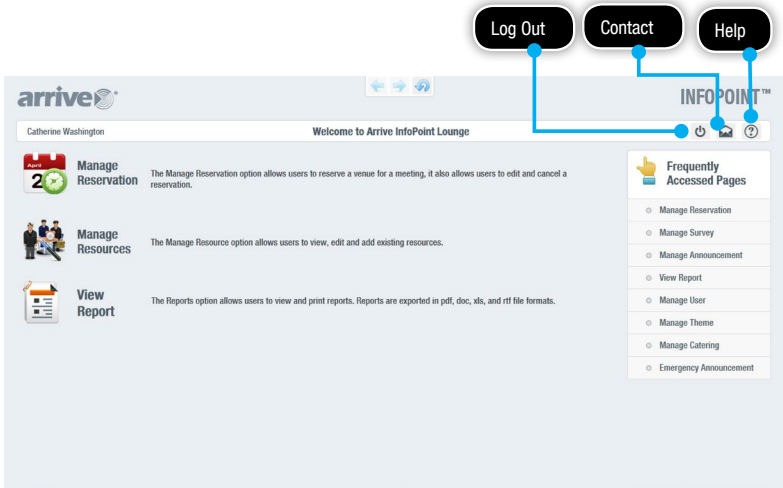
The currently logged-in user can **Logout**, initiate the **Help** menu and view the **Contact** details. More details on these is covered in section 2.1.4 Miscellaneous.

The three main functions that can be executed from the Homepage are:

1. Manage Reservation

2. Manage Resource

3. View Report

2.1.1   Managing Reservations

The user can add, edit or cancel a reservation.

1. Click **Manage Reservation**. The reservation homepage is displayed. The page has three sections displaying the Calendar, the Room list, and the Timeline; subdivided into 30 minute slots.

Figure 4: Room Reservation Page
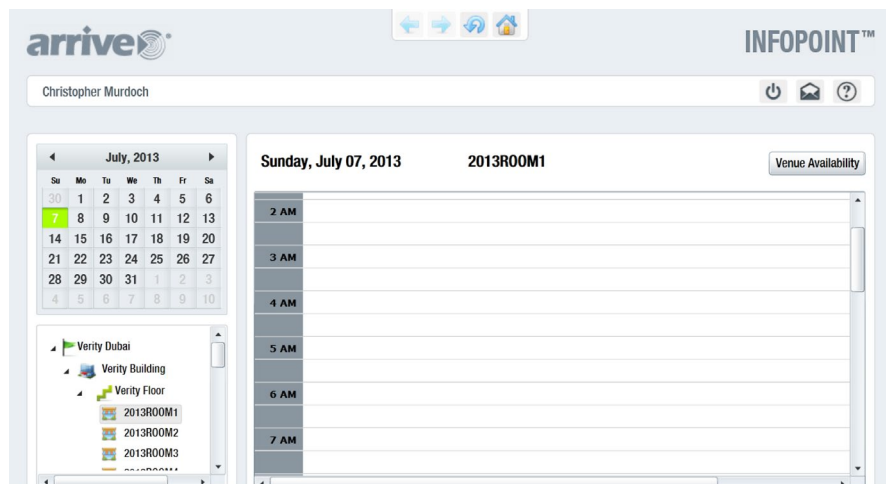
2. Select the room and Click on timeline. The **ADD Reservation** window is displayed. The window has four tabs. **Reservation, Catering, Attendees** and **Attachments.** By default, the window opens with **Reservation** tab active.

The Add Reservation dialog box helps you select the **Organiser**, **Subject**, **Start Time** and **End Time**. Enter the details in the dialog box.
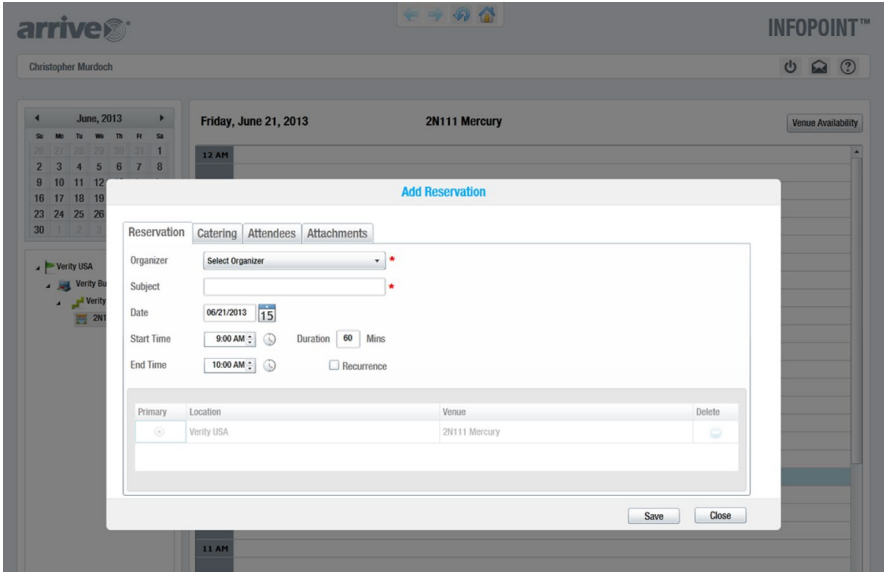
Figure 5: Add a reservation

To minimize the errors, the fields available in the Add reservation screen are detailed below.

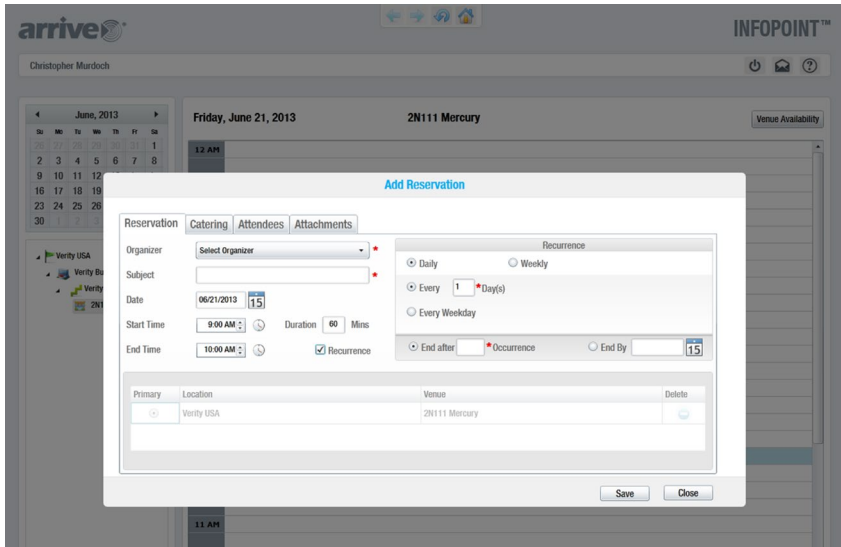| Field	Description
Organizer	Select the name of the meeting organizer.
Subject	Enter the subject for the meeting.
Date	Set the meeting date.
Start Time	Enter the start time of the meeting.
End Time	Enter the end time of the meeting.
Duration	Automatically computed based on start and end time. Alternatively, if the start time and duration are entered, the end time gets adjusted accordingly.

Note: Assign Start time and End time to every meeting. This helps the participants to plan their schedule and also supplements the optimum room utilization.

Note: You can make reservations for recurring meetings. The frequency of recurrence can be Daily or Weekly. The recurring reservations can also be set to be end on a particular day or after the Nth occurrence of the meeting.

Click on **Recurrence** check box. The screen below shows the user interface for creating recurring meetings.

Figure 6: Recurring reservation

To minimize the errors, the fields available in the Add reservation screen are detailed below.

Field	Description
Recurrence	Select the check-box if recurring meetings are needed.
Daily OR Weekly	Select the frequency of recurrence.
Every Weekday	Select this option if the meeting is needed to recur every weekday.
Every --- Days	Select this option if the meeting is needed to recur at regular interval of days. For example, every 2 days.

3. Click **Save** to save your reservation details.

4. Click **Close** to exit the dialog box.

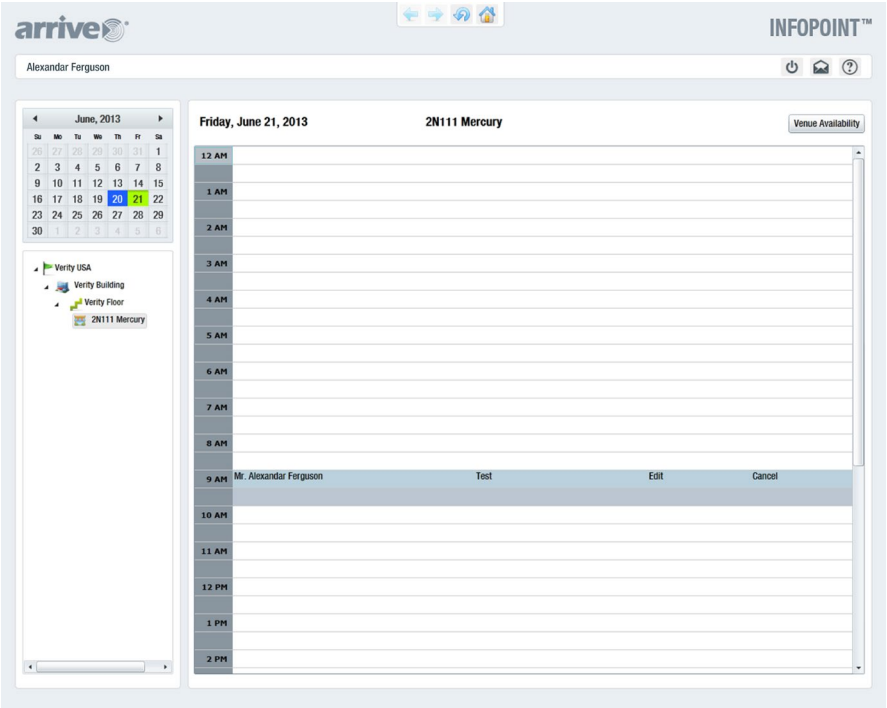5. The meeting details are displayed on the home page.

Figure 7: Reservation Details

Note: You can make multiple reservations for multiple organizers and venues across different locations.

Note: You can **Edit** or **Cancel** the meeting prior to commencement.

Note: You can **Extend** or **End** the meeting post commencement.

The application also allows you to search for a venue in a specific building or specific floor or a venue with a set of devices. This option is highly recommended when a meeting demands a certain set of devices. You can search for an existing venue by clicking **Venue Availability**.
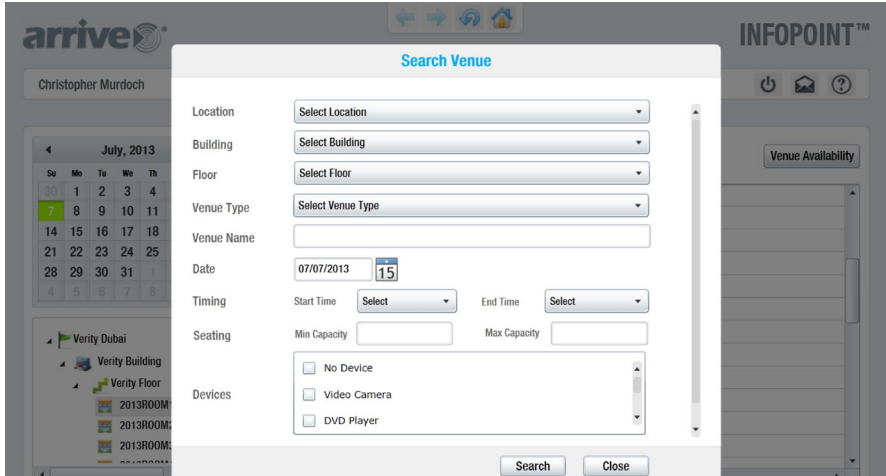
Figure 8: Venue Availability

To minimize the errors, the fields available in the **Venue Availability** screen are detailed below.

Field	Description
Location Name	Select a location from the drop down menu.
Building	Select a building from the drop down menu.
Floor	Select a floor from the drop down menu.
Venue Type	Select the venue type from the drop down menu. For example, a meeting room, classroom, training room, etc.
Venue Name	Enter the venue name.
Date	Enter the meeting date.
Timing	Select the duration.
Seating	Specify the seating capacity requirement.
Devices	Select the device requirement.

When a reservation is made, Catering schedule can be assigned to the Reservation.

Click on **Catering** tab. The screen below is displayed. Select the item. The data related to the item are populated. Click on **Save**.
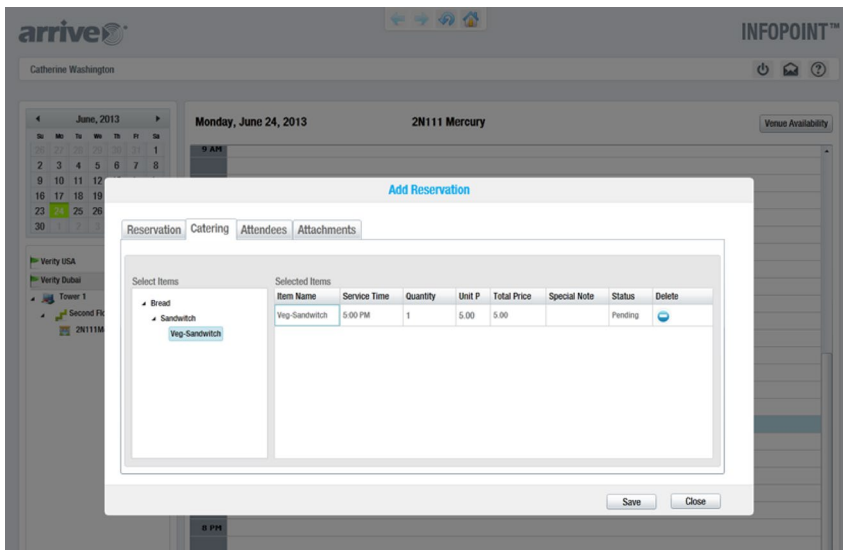
Figure 9: Adding Catering to Reservation

You can delete the catering schedule if needed, by clicking on the **Delete** Button.

Click on **Attendees** tab. The screen below is displayed. Click on the required names. The attendees get added to the reservation. Click on **Save**.
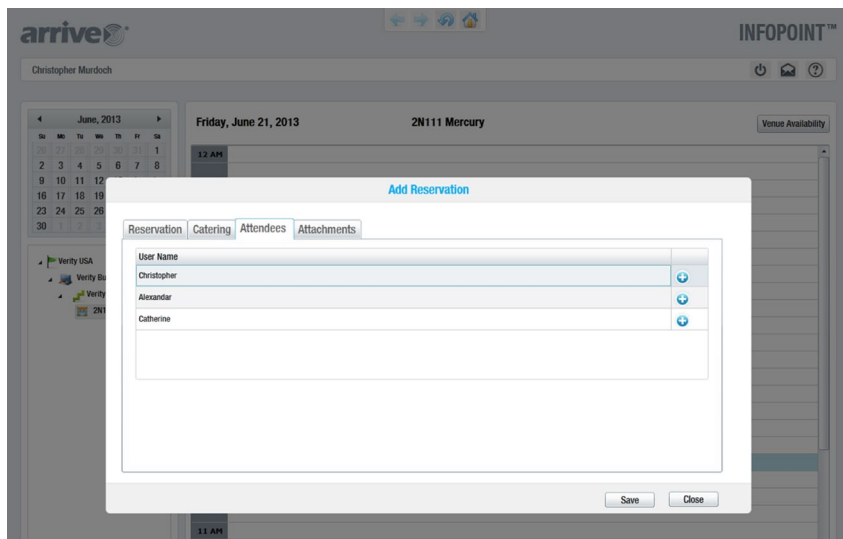

Figure 10: Adding Attendees to Reservation

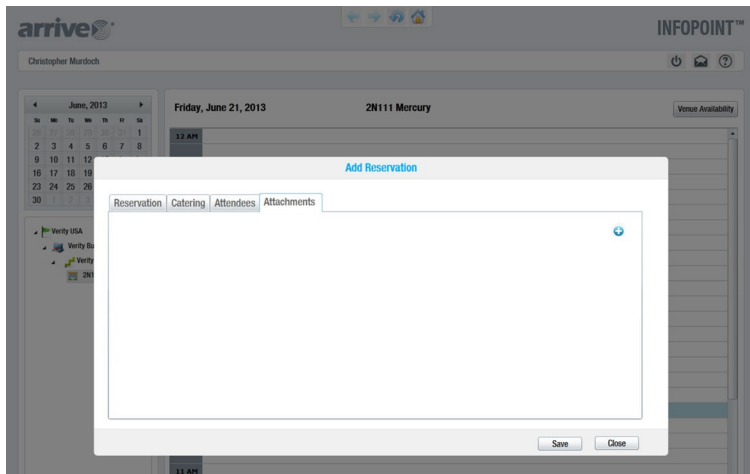Click on **Attachments** tab. The screen below is displayed.

Figure 11: Adding Attachments to Reservation

Click on ⊕. The screen below is displayed. Choose the file and click on **Open**. The user can select single or multiple attachments as per requirement and use the same in the meeting. Click on **Save**.
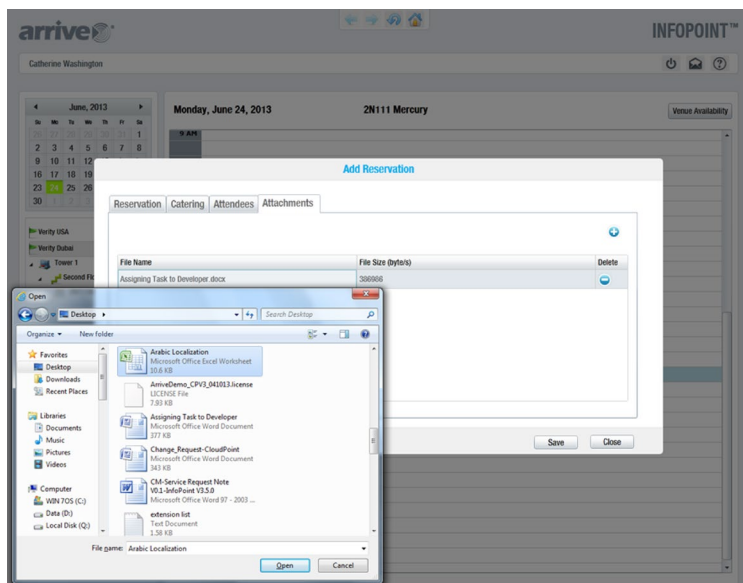

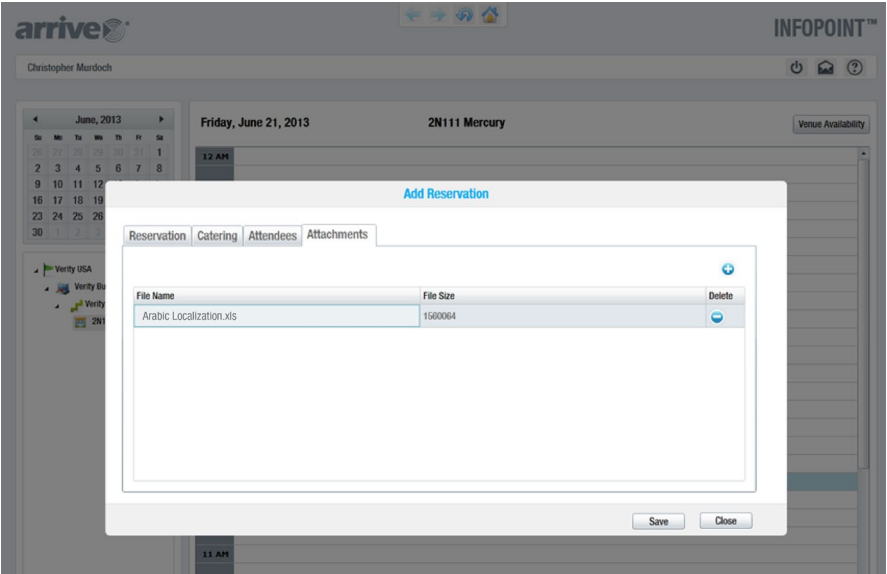Figure 12: Adding Attachments to Reservation

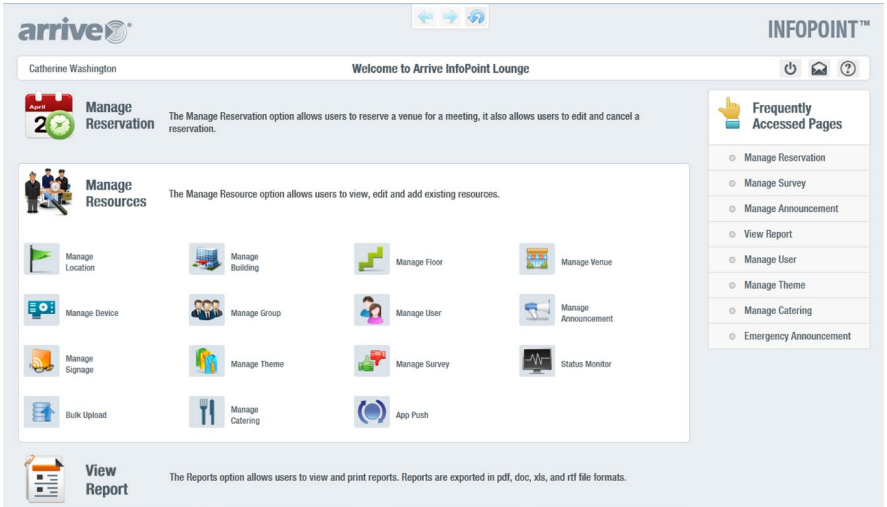#### 2.1.2.1 Managing Locations

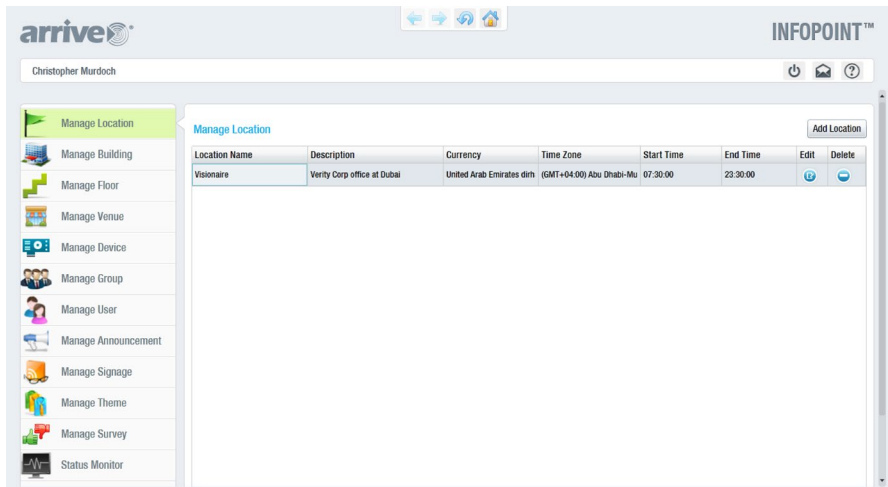1. Click on **Manage Location** from the Manage Resources home page. The home page is displayed.

Figure 15: Manage Location

The list of configured locations is displayed. You can add, delete or edit a location from the homepage.

Adding a Location

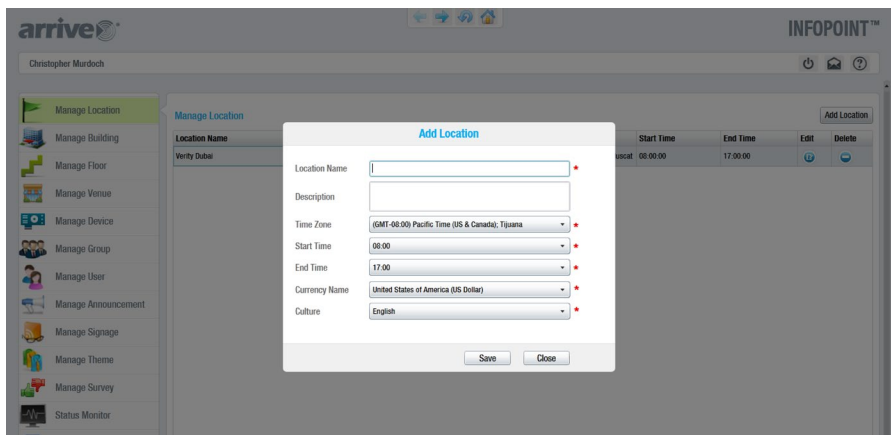1. Click on the **Add Location** Button. The screen below is displayed.

Figure 16: Add Location

The dialogue box prompts for Location Name, Description, Time Zone, Start Time, End Time, Currency Name and Culture. Enter the details and click on **Save**. The Location details are stored.

You can add the following fields from the screen.

Field	Description
Location Name	Add the location name.
Description	Add the description for the location.
Time Zone	Add time zone.
Start Time	Add the Start Time
End Time	Add the End Time
Currency Name	Select the currency used at the selected location.
Culture	Select the required Culture from the list offering English, Arabic, French and German. The device interface language is dependent on the value of this field.

Deleting a Location

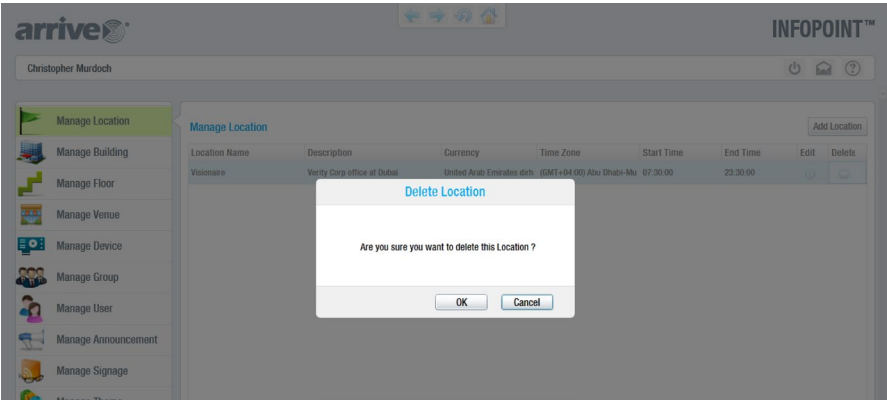1. Click on the **Delete** Button. The screen below is displayed. Click on **OK** to confirm the deletion.

Figure 17: Delete Location

Note: Prior to deleting a **Location**, ensure the **Building->Floor->Venue**, configured for the **Location** is deleted.

Editing a Location

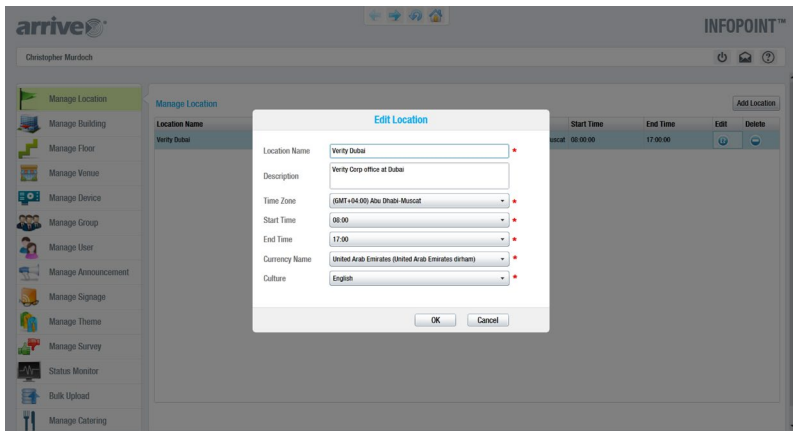1. Click on the **Edit** Button. The screen below is displayed.

Figure 18: Edit Location

The Location Name, Description, Time Zone, Start Time, End Time, Currency Name and Culture can be edited.

2.1.2.2   Managing Building

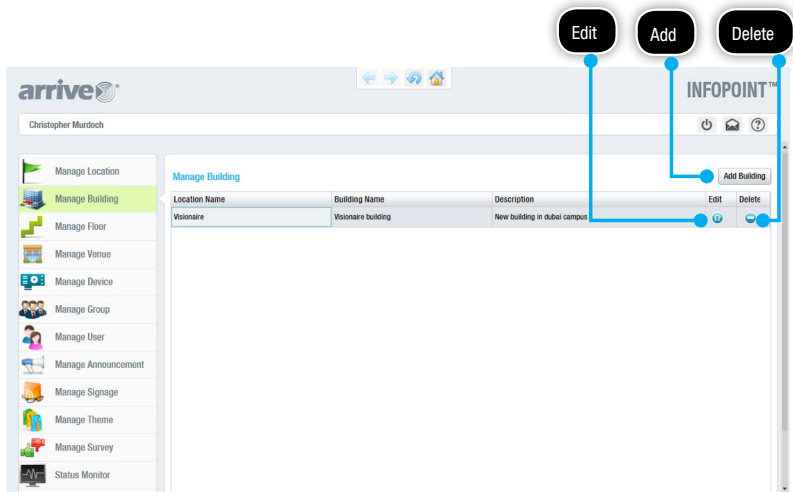1. Click on **Manage Building** from the Manage Resources home page. The home page is displayed.

Figure 19: Manage Building

The list of configured buildings is displayed. You can add, delete or edit a building from this homepage.

Adding a Building

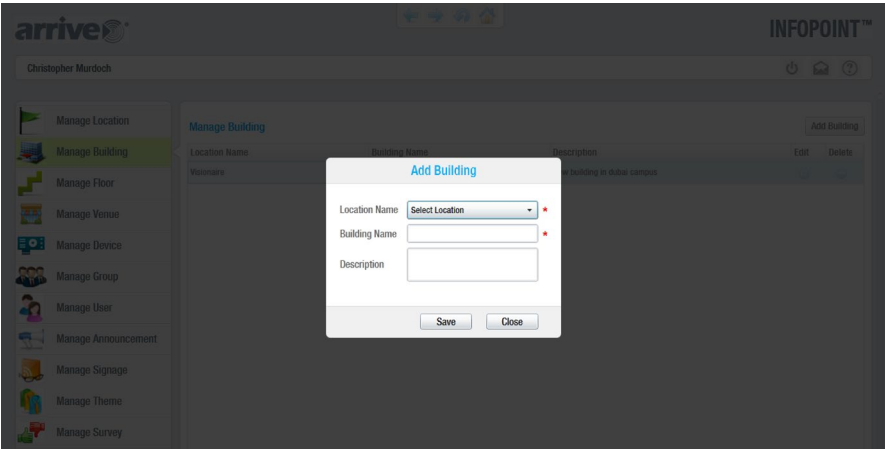1. Click on the **Add Building** Button. The following screen is displayed.

Figure 20: Add Building

The dialogue box prompts for **Location Name**, **Building Name** and **Description**. Enter the details and click on **Save**. The Building details are stored.

To minimize errors, each of the field is explained below:

Field	Description
Location Name	Add the location name.
Building Name	Add the building name.
Description	Addthe building description.

Deleting a Building

1. Click on the **Delete** Button. The screen below is displayed. Click on **OK** to confirm the deletion.
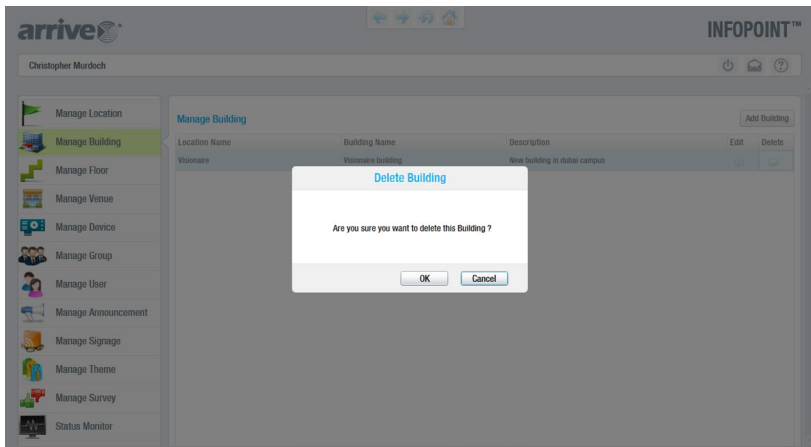

Figure 21: Delete Building

Note: Prior to deleting a **Building**, ensure the **Floor->Venue**, configured for the **Building** is deleted.

Editing a Building

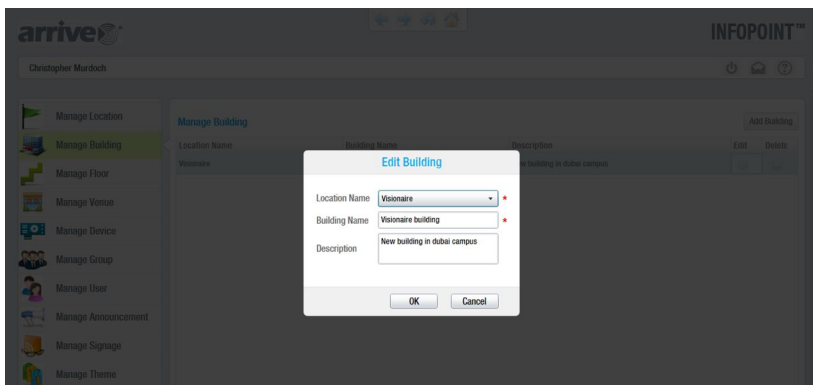1. Click on the **Edit** Button. The screen below is displayed.

Figure 22: Edit Building

The Location Name, Building Name and Description can be edited.

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2.1.2.3   Managing Floor

1. Click on **Manage Floor** from the Manage Resources home page. The home page is displayed.
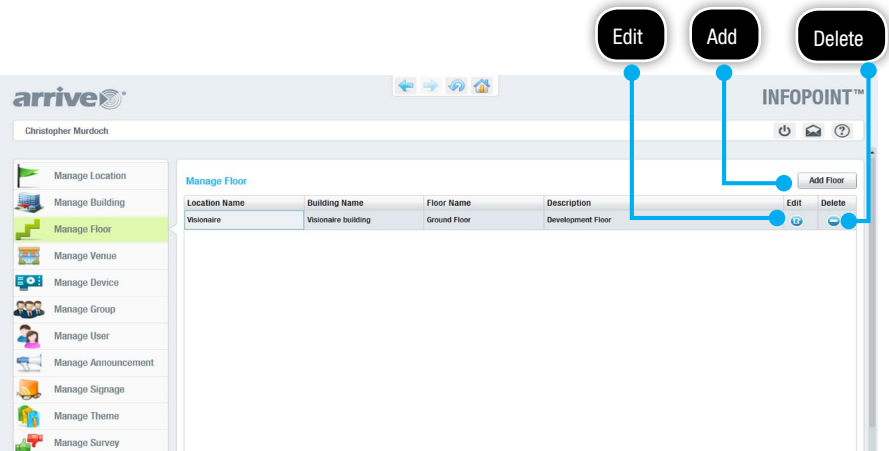

Figure 23: Manage Floor

The list of configured Floors is displayed. You can add, delete or edit a floor from this homepage.

Adding a Floor

1. Click on the **Add Floor** Button. The screen below is displayed.
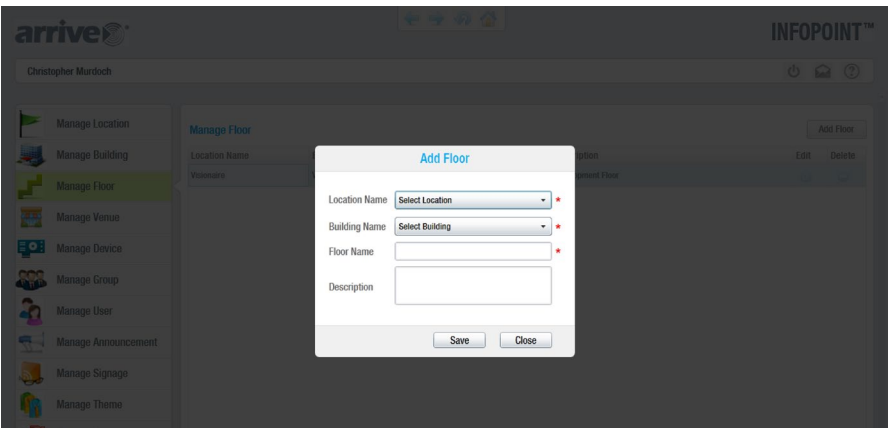

Figure 24: Add Floor

The dialogue box prompts for Location Name, Building Name, Floor Name and Description. Enter the details and click on **Save**. The Floor details are stored.

To minimize errors, the fields are detailed below.

Field	Description
Location Name	Add the location name.
Building Name	Add the building name.
Floor Name	Add the floor name.
Description	Add the floor description.

Deleting a Floor

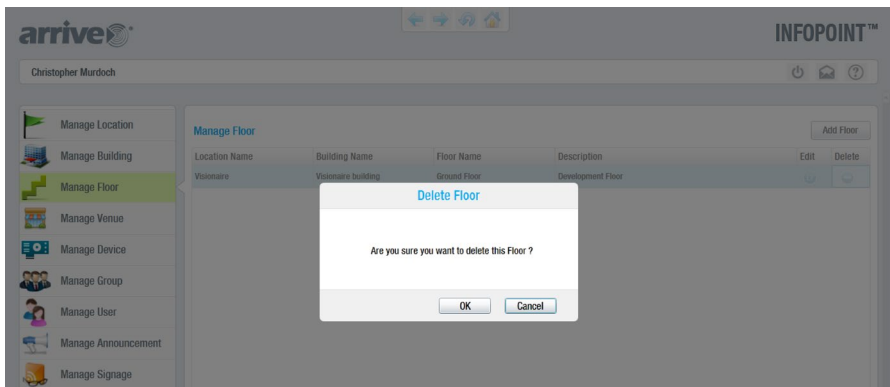1. Click on the **Delete** Button. The screen below is displayed. Click on **OK** to confirm the deletion.

Figure 25: Delete Floor

Note: Prior to deleting a Floor, ensure the **Venue**, configured for the **Floor** is deleted.

Editing a Floor

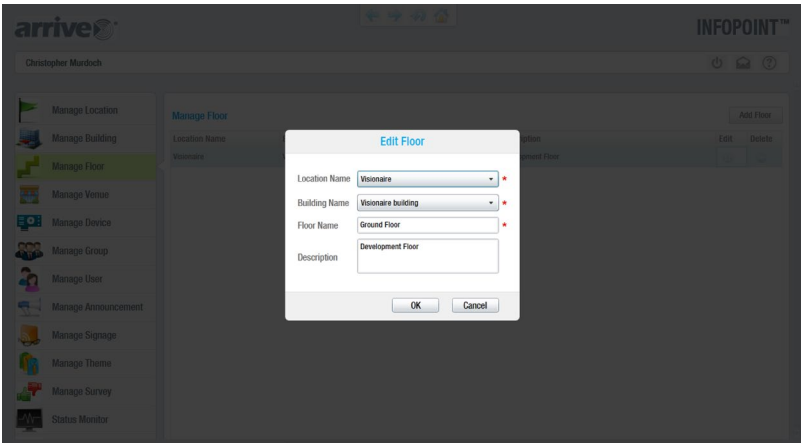1. Click on the **Edit** Button. The screen below is displayed.

Figure 26: Edit Floor

The Location Name, Building Name, Floor Name and Description can be edited.

2.1.2.4   Managing a Venue

1. Click on **Manage Venue** from the Manage Resources home page. The home page is displayed.
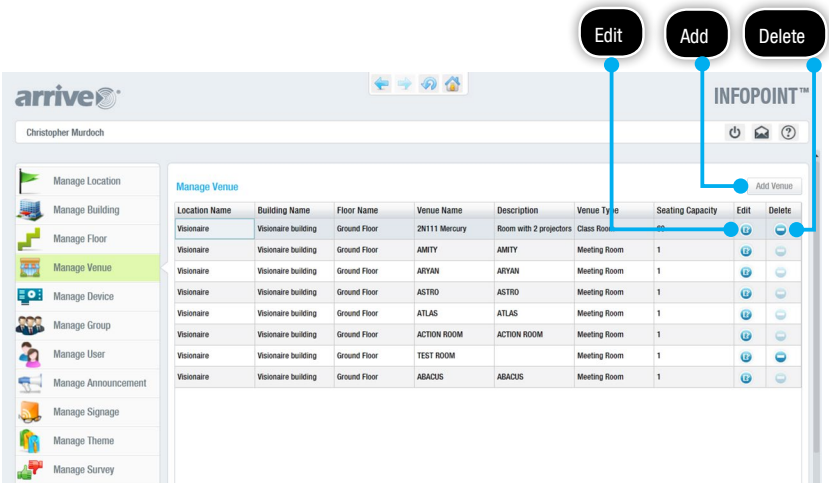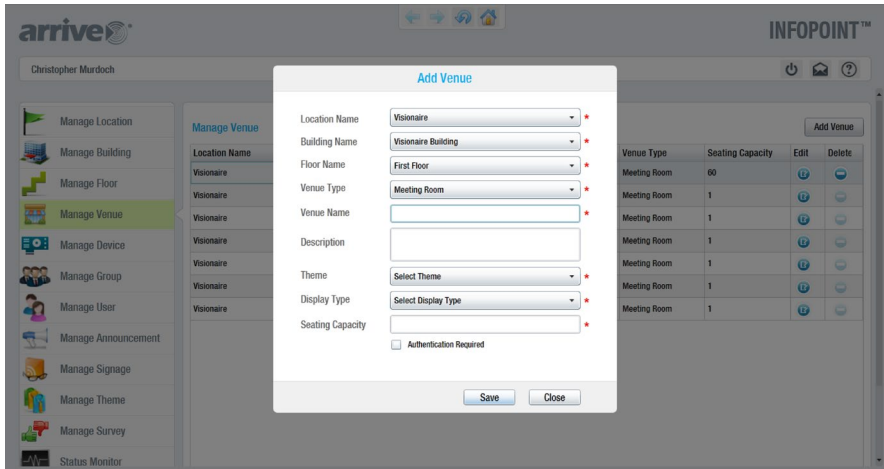

Figure 27: Manage Venue

The list of configured Venues are displayed. You can add, delete or edit a Venue from this homepage.

Adding a Venue

1. Click on the **Add Venue** Button. The following screen is displayed.

The dialogue box prompts for Location Name, Building Name, Floor Name, Venue Type, Venue Name, Description, Theme, Display Type, Seating Capacity and click on **Save**. The Venue details are stored.

To minimize the errors, the fields are detailed below.

Field	Description
Location Name	Add the location name.
Building Name	Add the building name.
Floor Name	Add the floor name.
Venue Type	Add the venue Type(meeting room, Class room)
Venue Name	Add the venue name.
Description	Enter the venue description.
Theme	Add the Theme.
Display Type	Add the display type.
Seating Capacity	Add the seating capacity.

Note: The list of rooms synchronised from the active directory cannot be edited or deleted.

Deleting a Venue

1. Click on the **Delete** Button. The screen below is displayed. Click on **OK** to confirm the deletion.
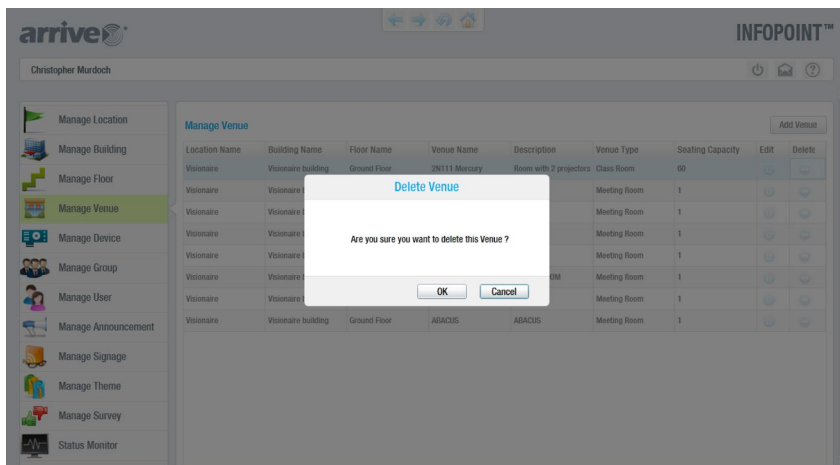

Figure 29: Figure 23: Delete Venue

Editing a Venue

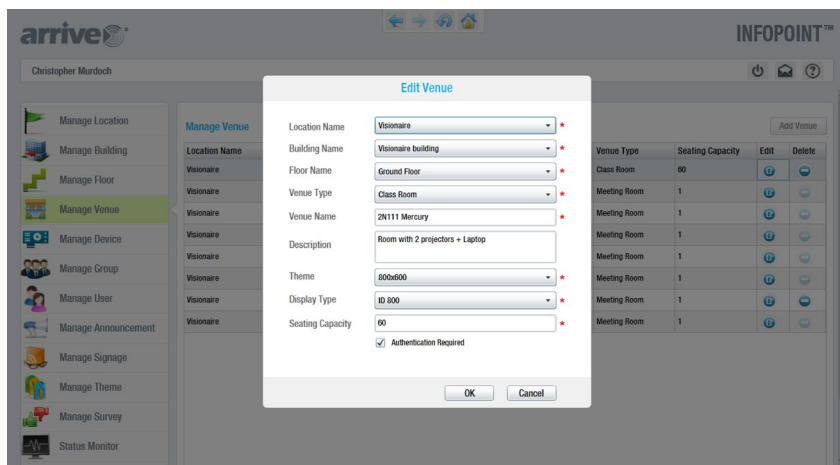1. Click on the **Edit** Button. The screen below is displayed.

Figure 30: Edit Venue

The Location Name, Building Name, Floor Name, Venue Type, Venue Name, Description, Theme, Display Type, Seating Capacity can be edited.

2.1.2.5 Managing Device

1. Click on **Manage Device** from the Manage Resources home page. The home page is displayed.

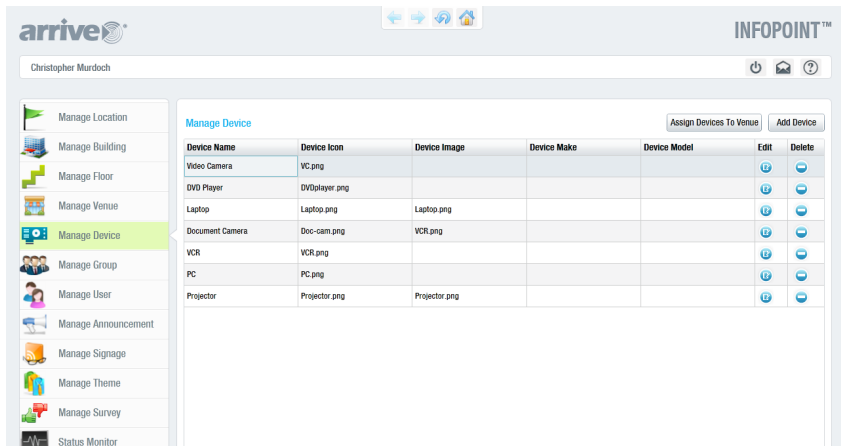Figure 31: Manage Device

The list of registered devices is displayed. You can add, delete or edit a device from this homepage.

Adding a Device

1. Click on the **Add Device** Button. The following screen is displayed.
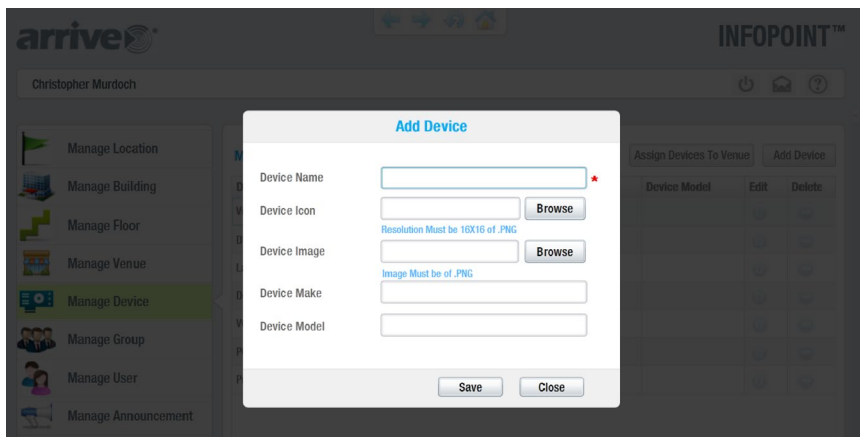

Figure 32: Add Device

The dialogue box prompts for **Device Name**, **Device Icon** and **Device Image**. Enter the details and click on **Save**. The Device details are stored.

To minimize errors, the feild details are mentioned below.

Field	Description
Device Name	Add the device name.
Device Icon	Add the device icon.
Device Image	Add the device name.
Device Make	Add the device make.
Device Model	Add the device model.

Deleting a Device

1. Click on the **Delete** Button. The screen below is displayed. Click on **OK** to confirm the deletion.
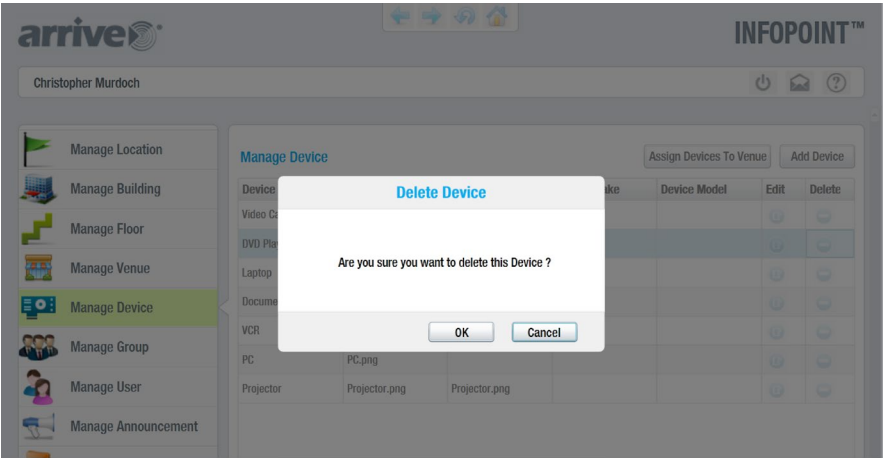

Figure 33: Delete Device

Editing a Device

1. Click on the **Edi**t Button. The screen below is displayed.
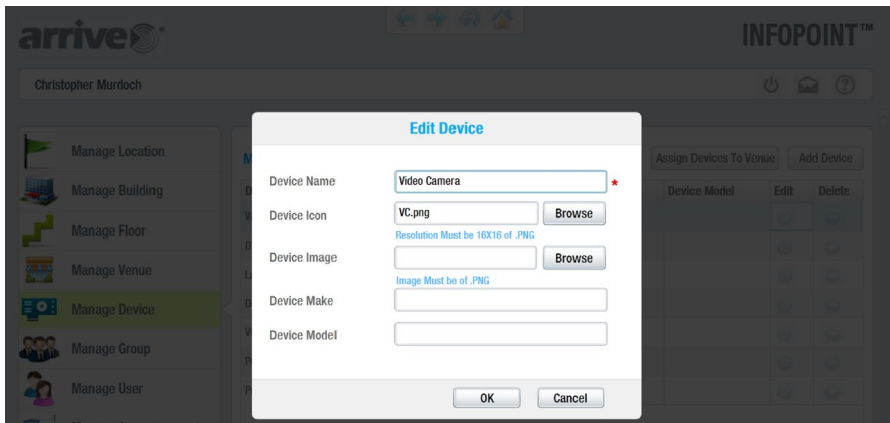
Figure 34: Edit Device

The Device Name, Device Icon, Device Image, Device Make and Device Model can be edited.

Assigning a Device to a Venue

1. Click on the **Assign Devices to Venue** Button. The following screen is displayed.
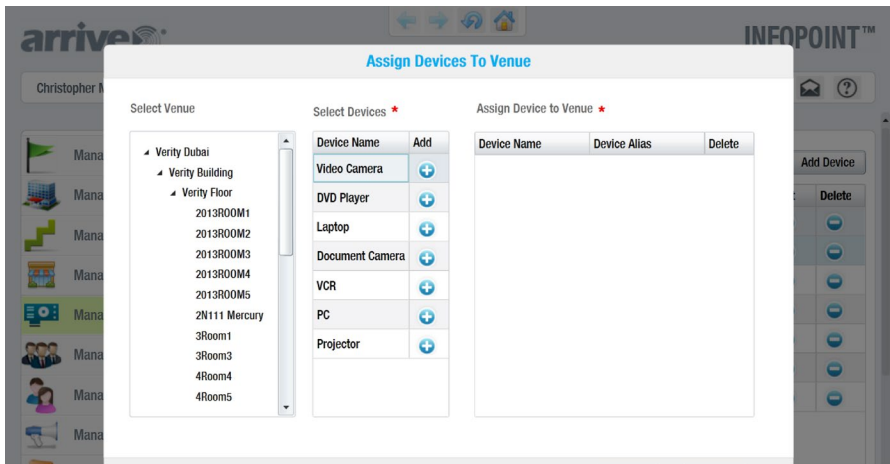

Figure 35: Assign Device to a Venue

The dialogue box prompts for selecting a venue and choosing device from the list. Make the right selection and click on **Save**. The device is assigned to the venue.

2.1.2.6   Managing Group

Click on **Manage Group** from the Manage Resources home page. The home page is displayed.
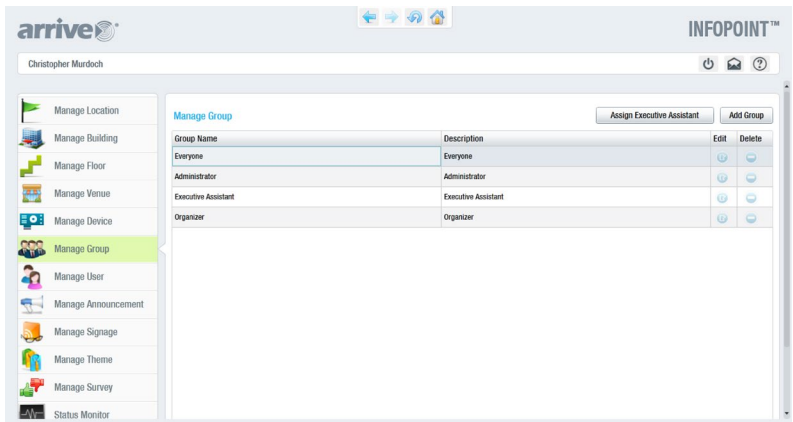

Figure 36: Manage Group

The list of existing groups displayed. You can add, delete or edit a user from this homepage.

By default, the groups Everyone, Administrator, Executive Assistant, and Organizer are already present.

Adding a Group

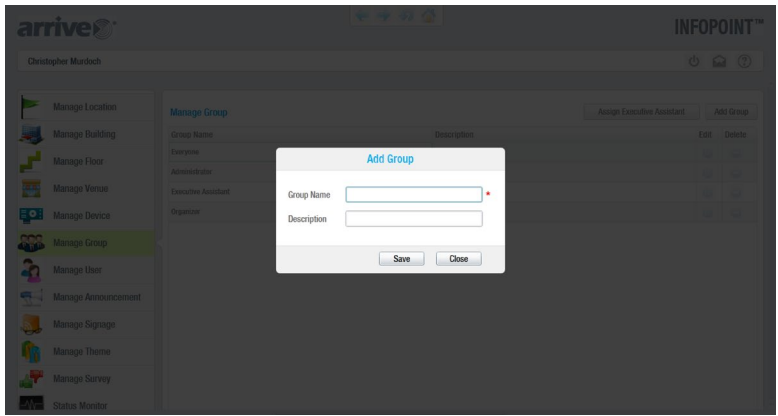1. Click on the **Add Group** Button. The screen below is displayed.

Figure 37: Add Group

The dialogue box prompts for Group Name and Description. Enter the details and click on Save.

To minimize the errors, the fields are detailed below.

Field	Description
Group Name	Add the group name.
Description	Add a description for the group.

Deleting a Group

1. Click on the **Delete** Button. The screen below is displayed. Click on **OK** to confirm the deletion.
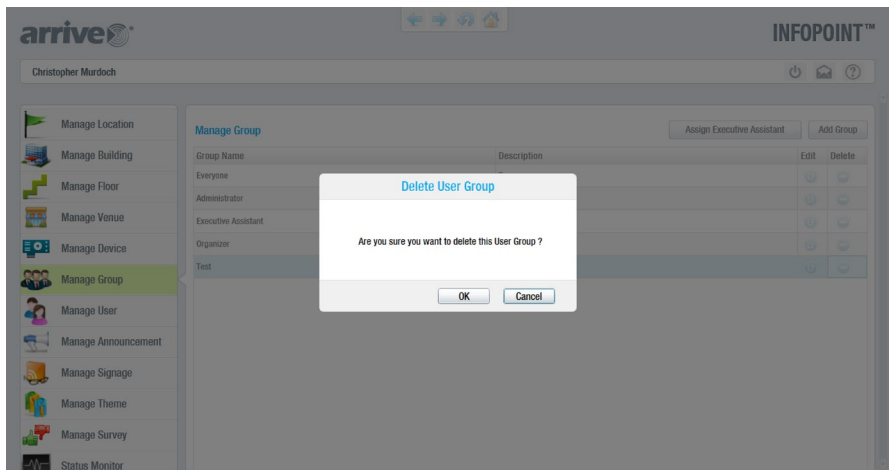

Figure 38: Delete Group

Editing a Group

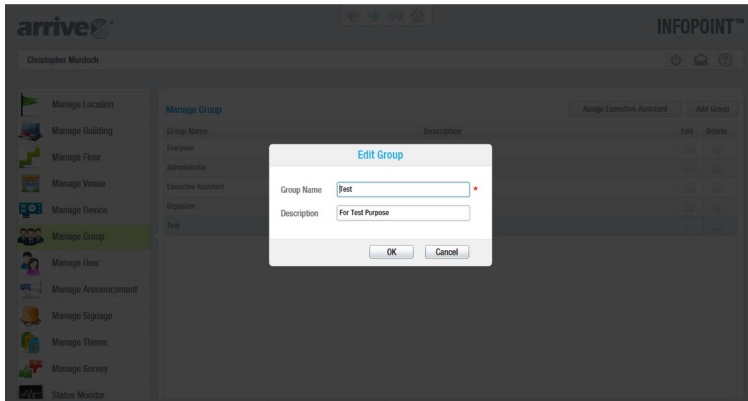1. Click on the **Edit** Button. The screen below is displayed.

Figure 39: Edit Group

The Group Name and Description can be edited.

Assigning Executive Assistant

Once you have created a group, you may have to assign an executive assistant who would be responsible to make all reservations for that particular group.

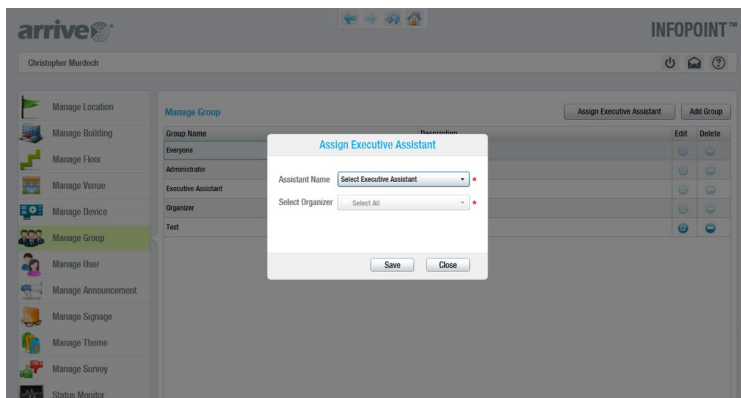Click on **Assign Executive Assistant**. The following screen is displayed.

Figure 40: Assign Executive Assistant

Assign an executive assistant from the drop down list and select the name of the Organizer.

2.1.2.7 Managing Users

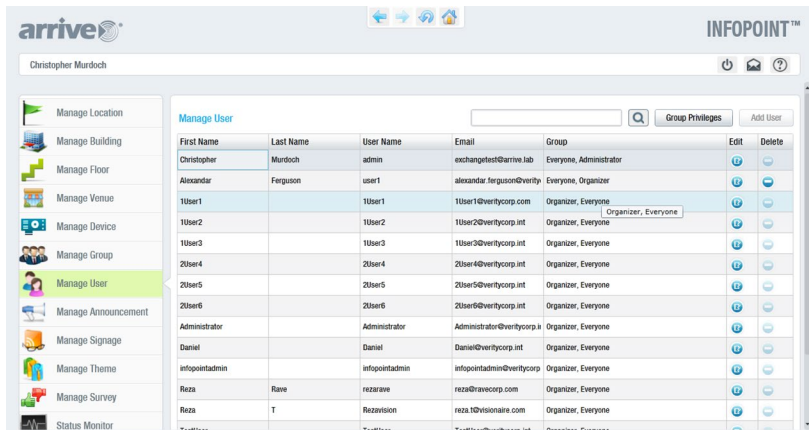Click on **Manage Users** from the Manage Resources home page. The home page is displayed.

Figure 41: Manage Users

The list of existing users displayed. You can add, delete or edit a user from this homepage.

Note: Please note that the list of users synchronized from the active directory cannot be edited or deleted.

Adding an User

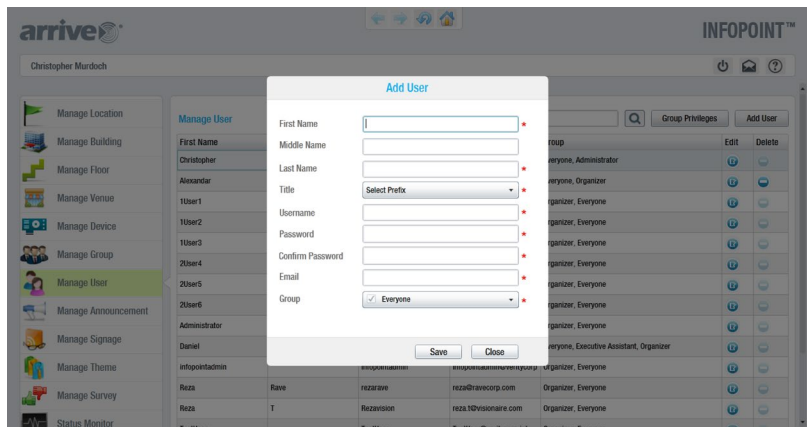1. Click on the **Add User** Button. The screen below is displayed.

Figure 42: Add User

The dialogue box prompts for First Name, Middle Name, Last Name, Title, User Name, Password, Confirm Password, Email ID, Group.

Enter the details and click on **Save**.

To minimize the errors, the fields are detailed below.

Field	Description
First Name	Add the user first name.
Middle Name	Add the user middle name.
Last Name	Add the user last name.
Title	Add the title for the user.
User Name	Add the user name.
Password	Add the password for the user.
Confirm Password	Re-enter the password for the user.
Email ID	Add the email ID for the user.
Group*	Choose the group from the drop down menu.

Note: Select the **Executive Assistant** option from the **Group** drop down list. This will enable you to assign this user as an executive assistant to a group.

Deleting an User

1. Click on the Delete Button. The Delete User Profile screen is displayed. Click on OK to confirm the deletion.
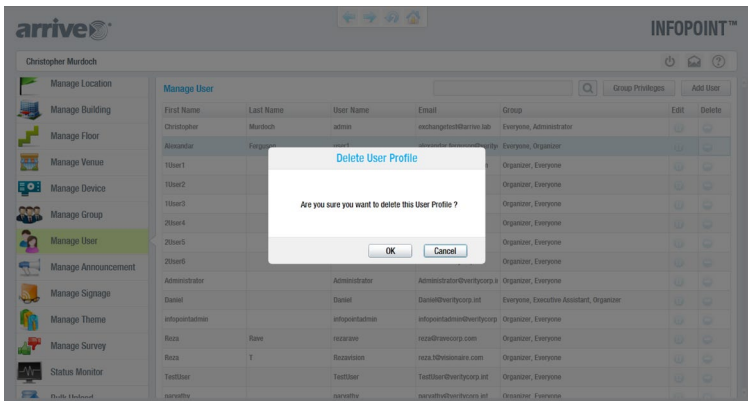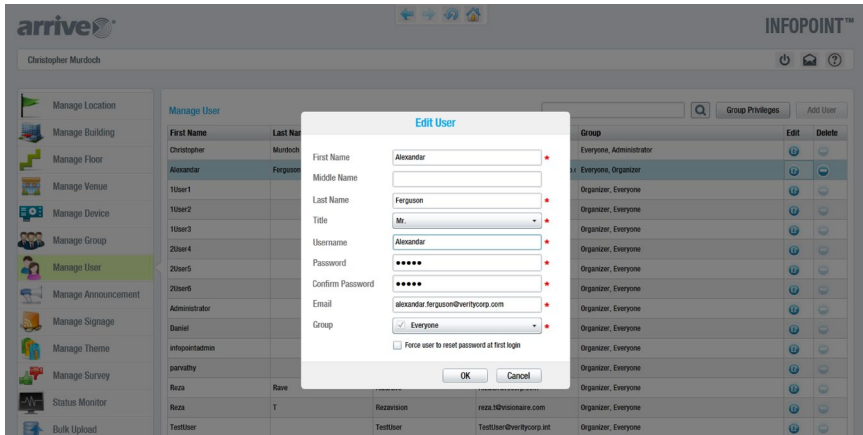

Figure 43: Delete User

Editing an User

1. Click on the **Edit** Button. The screen below is displayed.
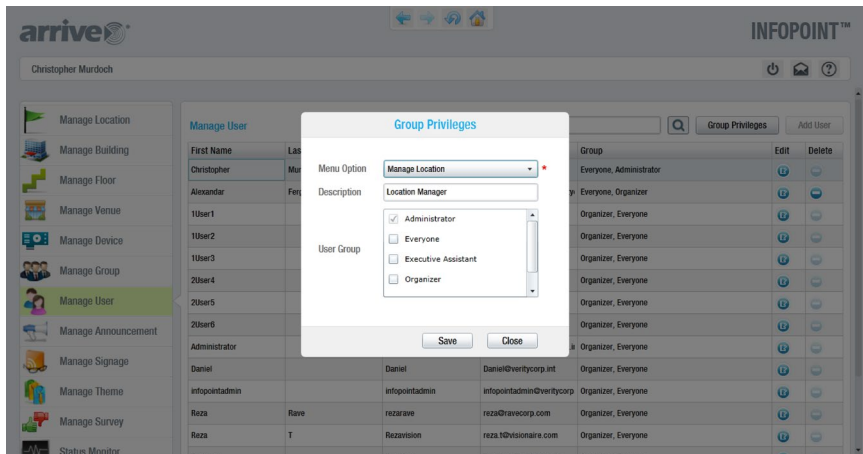
Figure 44: Edit User

The First Name, Middle Name, Last Name, Title, User Name, Password, Confirm Password, Email ID, Group of the user can be edited.

Group Privileges

A privilege can be assigned to a group. Click on **Group Privileges** button. The screen below is displayed.

Figure 45: Group Privilege

Select the privilege from the drop down menu and select the groups that you wish to assign the privilege. Click on **Save**.

The privilege is assigned to the groups selected.

2.1.2.8   Managing Announcement

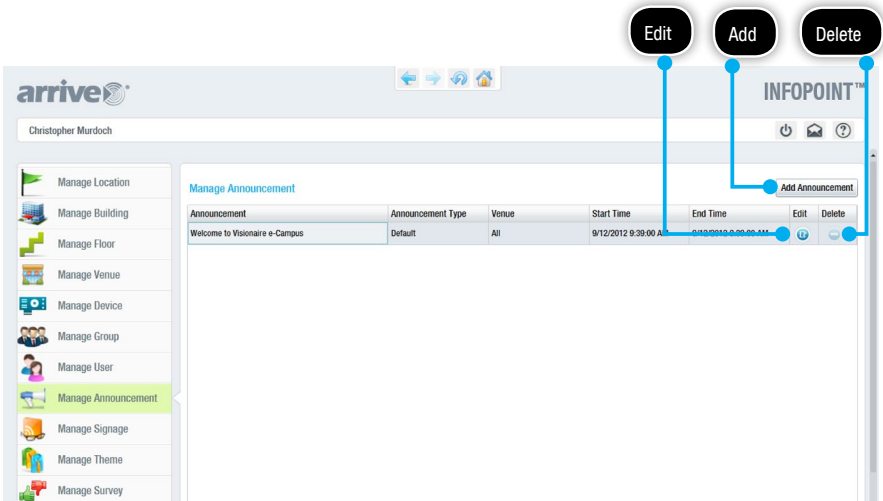1. Click on **Manage Announcement** from the Manage Resources home page. The home page is displayed.

Figure 46: Manage Announcement

The list of registered announcements is displayed. You can add, delete or edit an announcement from this homepage.

Adding an Announcement

1. Click on the **Add Announcement** Button. The following screen is displayed.
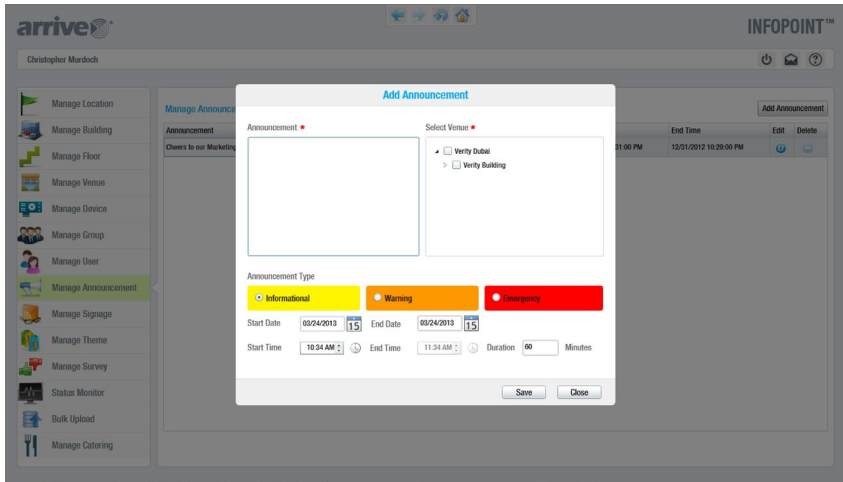
Figure 47: Add Announcement

Field	Description
Announcement	Add the announcement.(Textual input)
Venue	Select Venue from the list for the announcement.
Announcement Type	Select the announcement type.
Start Date	Assign a start date for the announcement.
End Date	Assign a end date for the announcement.
Start time	Enter the start time for the announcement.
End Time	Enter the end time for the announcement.
Duration	The duration for the announcement is auto-computed if the start time and end time are furnished.

Enter the details and click on **Save.** The Announcement is stored.

Deleting an Announcement

1. Click on the **Delete** Button. The screen below is displayed. Click on **OK** to confirm the deletion.

Figure 48: Delete Announcement

Editing an Announcement

1. Click on the **Edit** Button. The screen below is displayed.
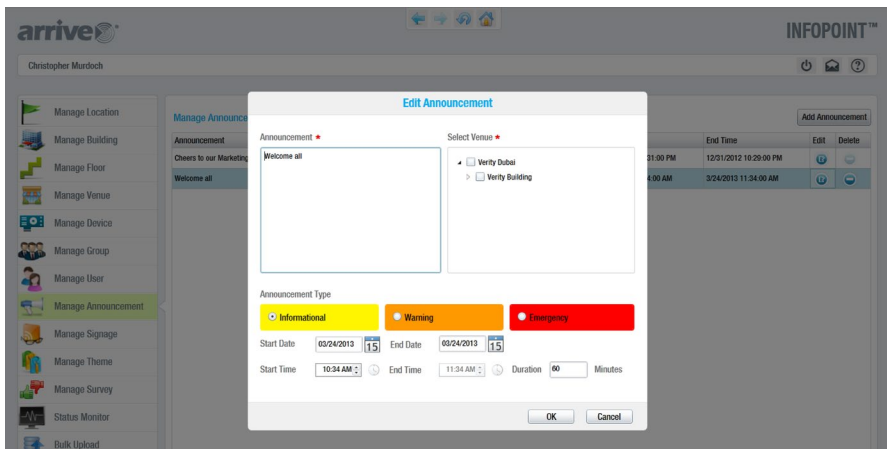
Figure 49: Edit Announcement

The Announcement and the Venue can be edited.

2.1.2.9 Managing Signage

1. Click on **Manage Signage** from the Manage Resources home page. The home page is displayed.
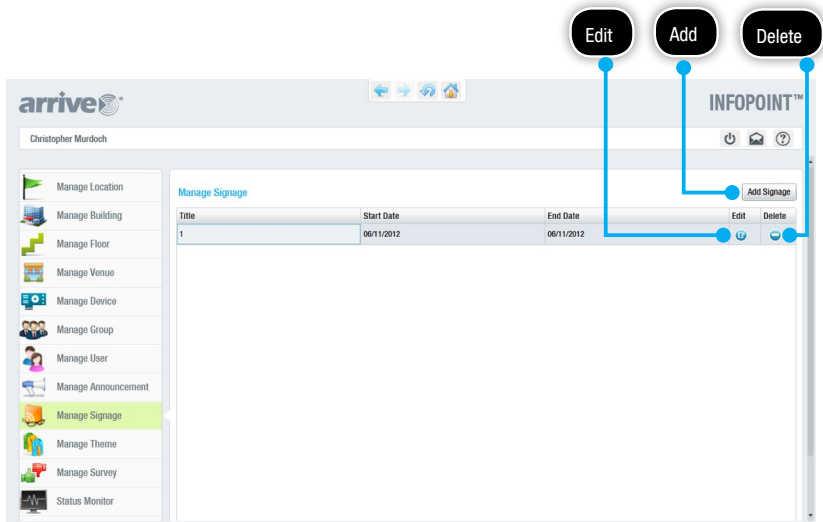
Figure 50: Manage Signage

The list of registered signages are displayed. You can add, delete or edit a signage from this homepage.

Adding a Signage

1. Click on the **Add Signage** Button. The following screen is displayed.
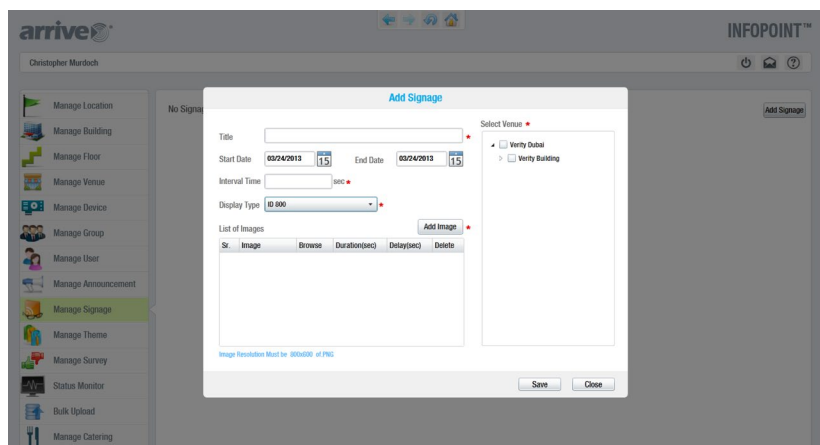
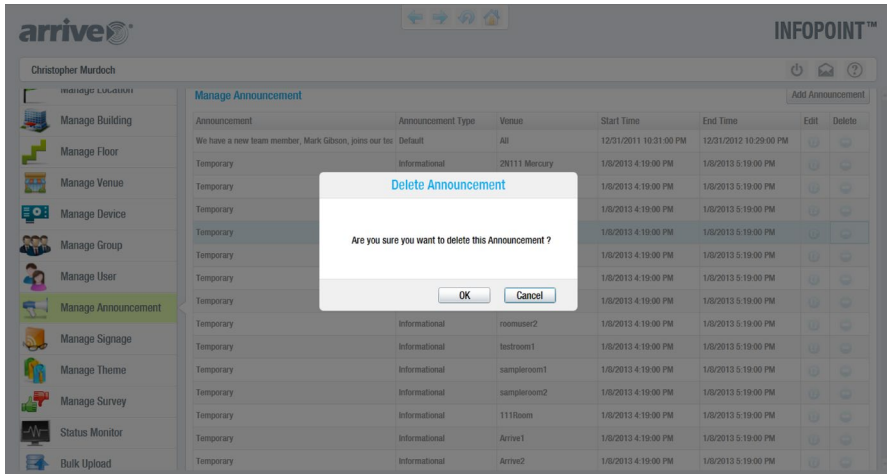Figure 51: Add Signage

Enter the details like Title, Start Date, End Date, Interval Time for the signage. Add images that make up the signage. In-case a wrong image is uploaded, the image can be deleted. Click on **Save**. The Signage is added.

To minimize the errors, the field details are given below

Field	Description
Title	Add the title of the signage.
Start Date	Add the start date for the signage display.
End Date	Add the end date for the signage display.
Interval Time	Add the duration to display the signage on the device.
List of Images/ Add Image	Add the list of images in the signage by deleting existing ones or adding new images.
Select Venue	Add the venue selected for the signage.

Deleting a Signage

1. Click on the **Delete** Button. The screen below is displayed. Click on **OK** to confirm the deletion.

Figure 52: Delete Signage

arrive

Editing a Signage

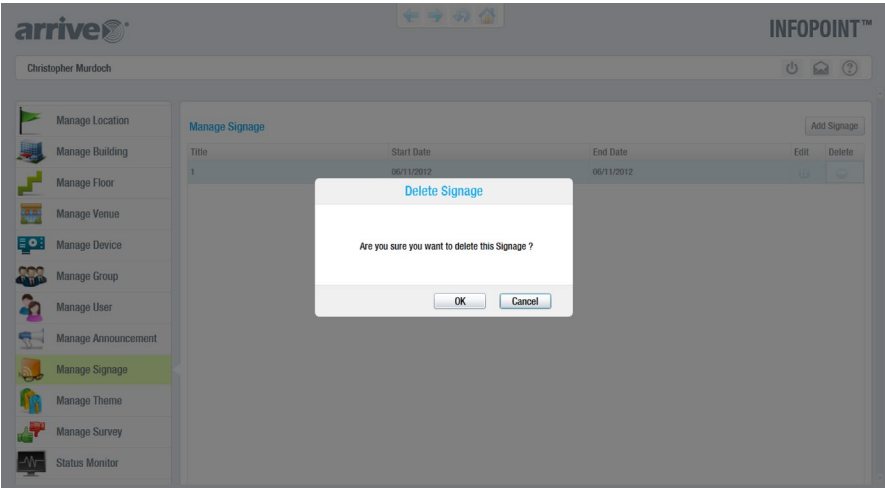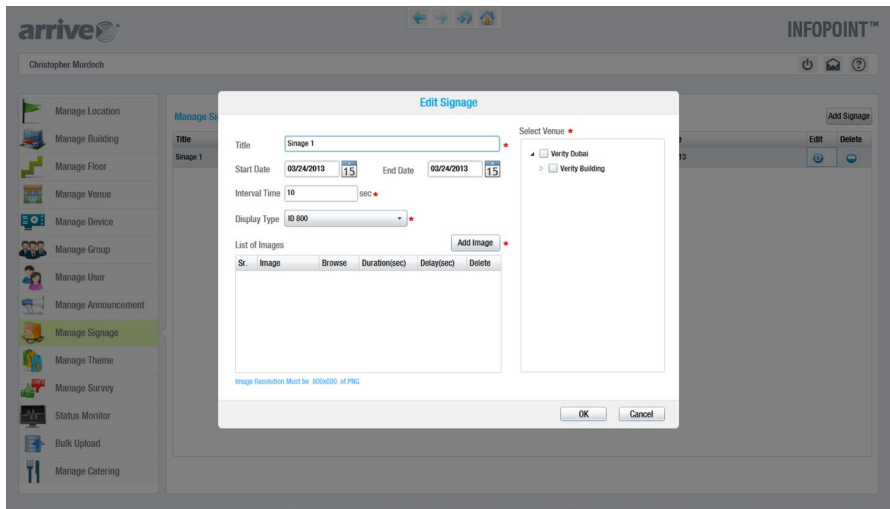1. Click on the **Edit** Button. The screen below is displayed.

Figure 53: Edit Signage

You can edit the following fields from the screen.

Field	Description
Title	Edit the title of the signage.
Start Date	Edit the start date for the signage display.
End Date	Edit the end date for the signage display.
Interval Time	Edit the duration to display the signage on the device.
List of Images/ Add Image	Edit the list of images in the signage by deleting existing ones or adding new images.
Select Venue	Edit the venue selected for the signage.

2.1.2.10 Managing Theme

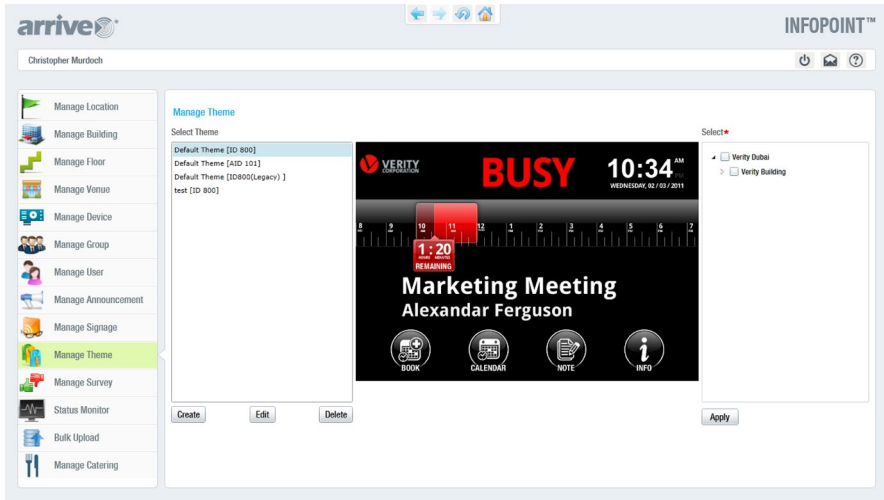1. Click on **Manage Theme** from the Manage Resources home page. The home page is displayed.

Figure 54: Manage Theme

The list of registered themes are displayed along with the Default theme. You cannot add, delete or edit a Theme from this homepage.

> **Note:** The default Theme cannot be Edited or Deleted.

2. Select a theme, select a venue and click on **Apply**. The theme is applied to the venue.

Creating a Theme

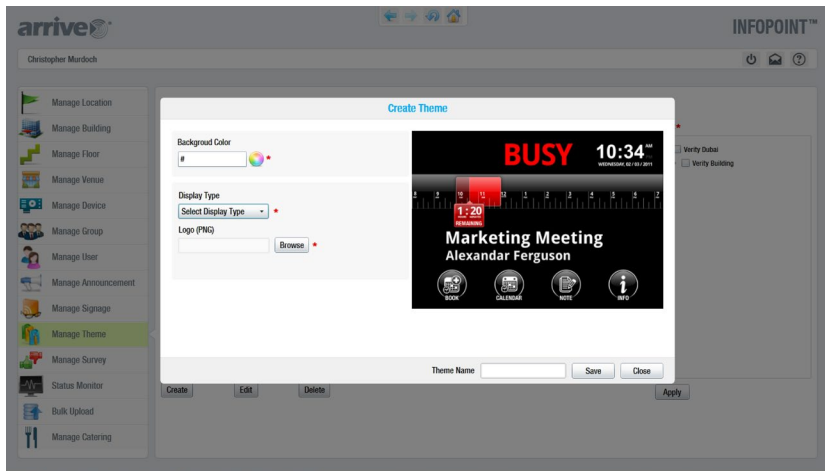1. Click on the **Create** Button. The following screen is displayed.

Figure 55: Create Theme

Enter the details like **Background Color**, **Logo** and **Theme Name**. Click on **Save**. The Theme is created.

Deleting a Theme

1. Click on the **Delete** Button. The screen below is displayed. Click on **OK** to confirm the deletion.
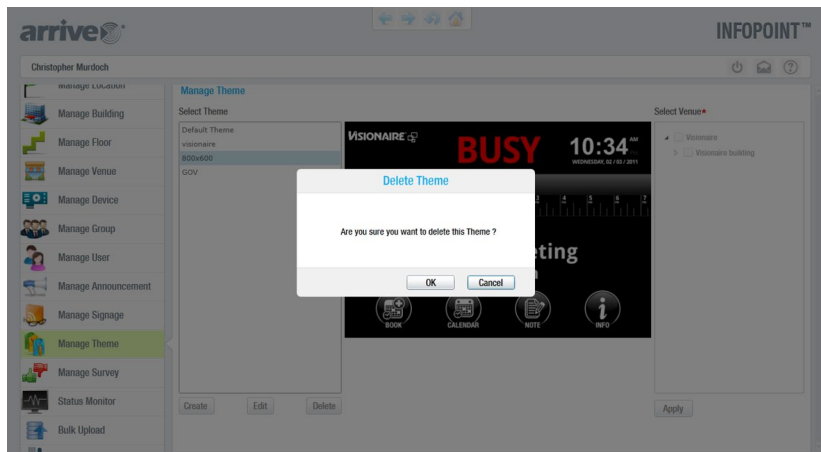

Figure 56: Delete Theme

Editing a Theme

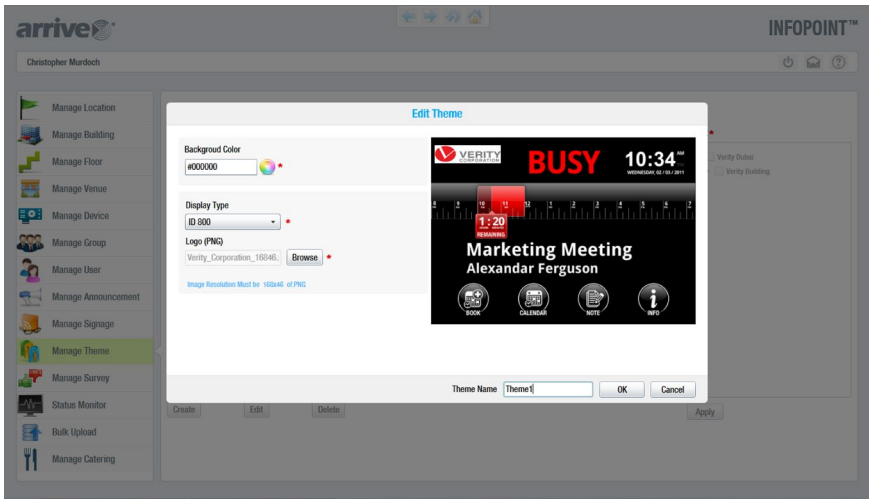1. Click on the **Edit** Button. The screen below is displayed.

Figure 57: Edit Theme

You can edit the following fields from the screen.

Field	Description
Background Color	Click on the color picker or enter a relevant hexa-decimal number to generate the required background color.
Logo	Click **Browse** to select a new image file. Note the logo should be in PNG format and the size of the image must be 168X46 pixels.
Theme Name	Edit the name of the theme.

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2.1.2.11 Managing Survey

1. Click on **Manage Survey** from the Manage Resources home page. The home page is displayed.
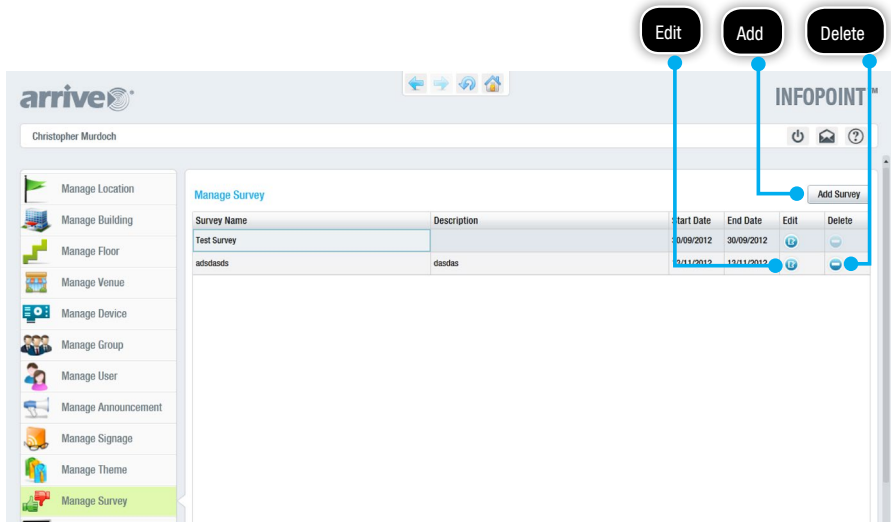

Figure 58: Manage Survey

The list of existing surveys is displayed. You can add, delete or edit a survey from this homepage.

Adding a Survey

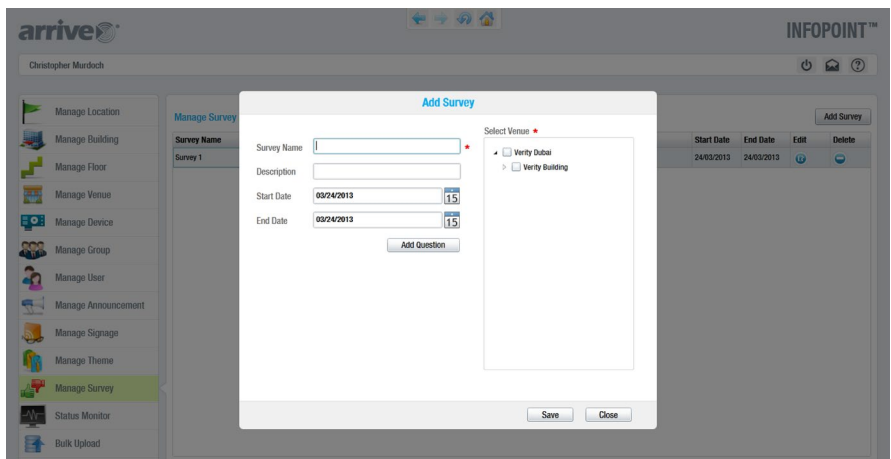1. Click on the **Add Survey** Button. The following screen is displayed.

Figure 59: Add Survey

Enter the details and click on **Save**. Add questions to build the survey. The survey is stored.

You can add the following fields from the screen.

Fieldy Name	Description
Survey Name	Add the survey name.
Description	Add the description of the survey.
Start Date	Add the start date of the display.
End Date	Add the end date of the display.
List of questions	Add, or delete the questions in the survey.
Venue	Add the venue associated with the survey.

Deleting a Survey

1. Click on the **Delete** Button. The screen below is displayed. Click on **OK** to confirm the deletion.
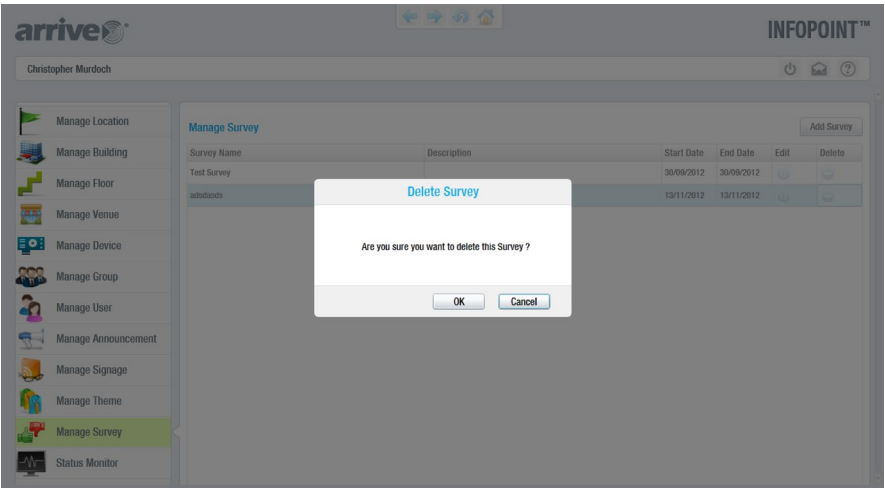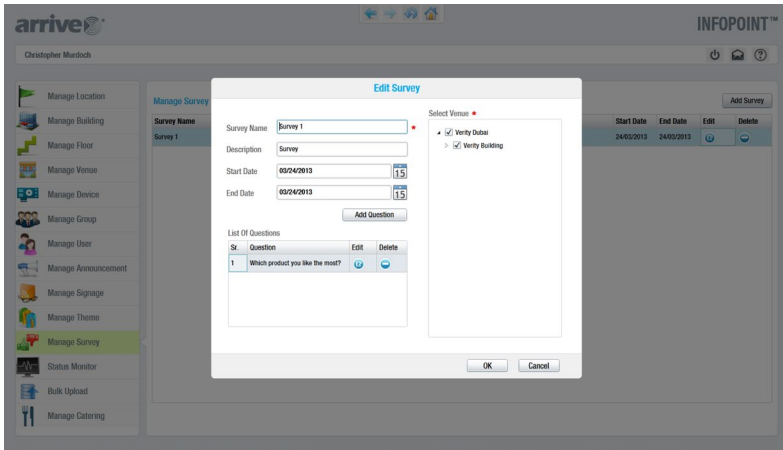

Figure 60: Delete Survey

Editing a Survey

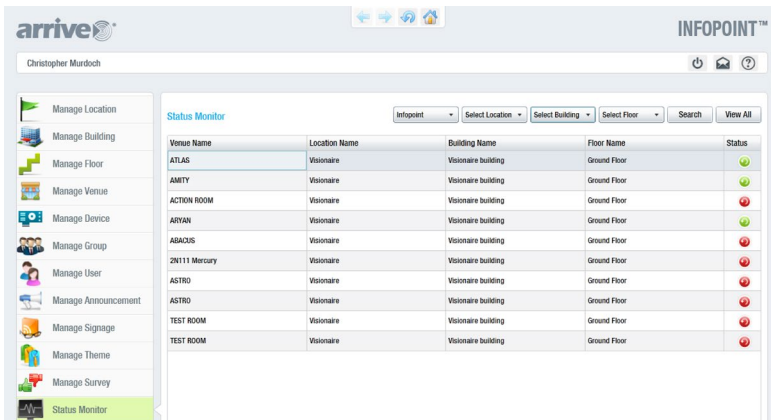1. Click on the **Edi**t Button. The screen below is displayed.

Figure 61: Edit Survey

The Survey Name, Description, Start Date, End Date, List of questions, Venue can be edited.

2.1.2.12 Using Status Monitor

1. Click on **Status Monitor** from the Manage Resources home page. The **Status Monitor** page is displayed.

Figure 62: Status Monitor

You can view the status of all the rooms (free or busy) from this page. The display can be narrowed down by choosing specific options from the drop down lists and clicking on Search. This option enables you to get an overall view of the room status.

2.1.2.13 Using Bulk Upload

1. Click **Bulk Upload** from the Manage Resources home page. The Bulk Upload home page is displayed. Using this option the entire reservation schedule for the venue can be uploaded at an instance.
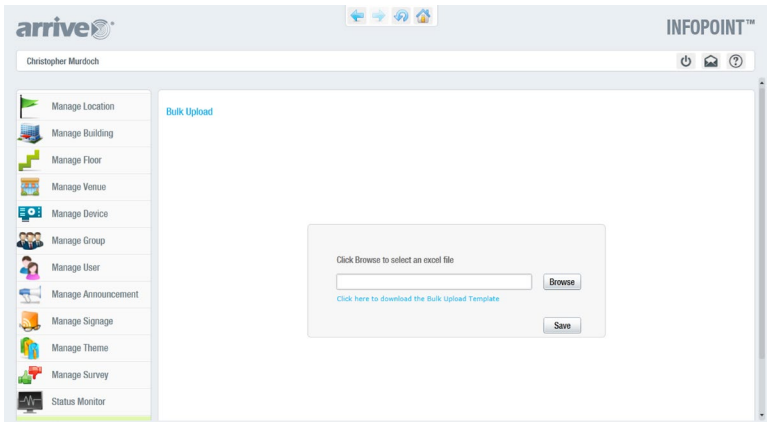
Figure 63: Bulk Upload

2. Browse for the excel file which contains the complete reservation details for a venue.

Note: The excel file must be of type **.csv**. The data must be of the below format.

RoomName	Start-Date	Start-Time	End-Time	Duration	Subject	Organizer-Name

Each of the parameter is explained below:

Field	Description
RoomName	Name of the venue for which the schedule is being uploaded.
StartDate	Start Date of the schedule.
StartTime	Start Time of the schedule.
EndTime	End Time of the schedule.
Duration	Duration of the schedule.
Subject	Topic/Subject for the schedule.
OrganizerName	Name of the organizer of the schedule.

3. Select the '*.csv file'. Click **Save** to upload the collective reservation details.

This option also gives an interface to download the reservation schedule of a venue.

4. Click on "**Click here To Download The Bulk Upload Templat**e".
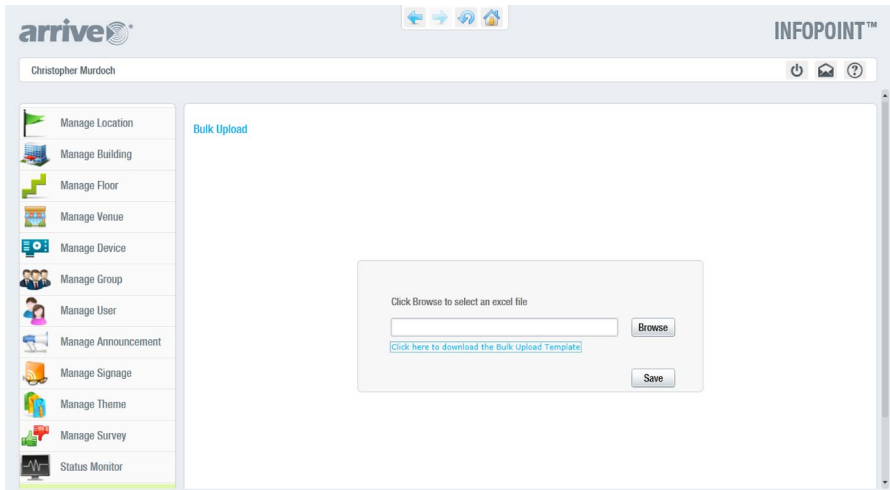
Figure 64: Bulk Download

5. In the **File Download** dialog box, choose the relevant option to download file.
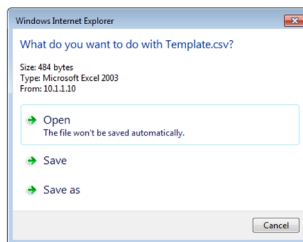
Figure 65: Download Dialog Box

6. You can open the file and view it. You can use the file as template to enter all the reservation details.

Figure 66: Sample Template

2.1.2.14 Managing Catering

1. Click on **Manage Catering** from the Manage Resources home page. The home page is displayed.
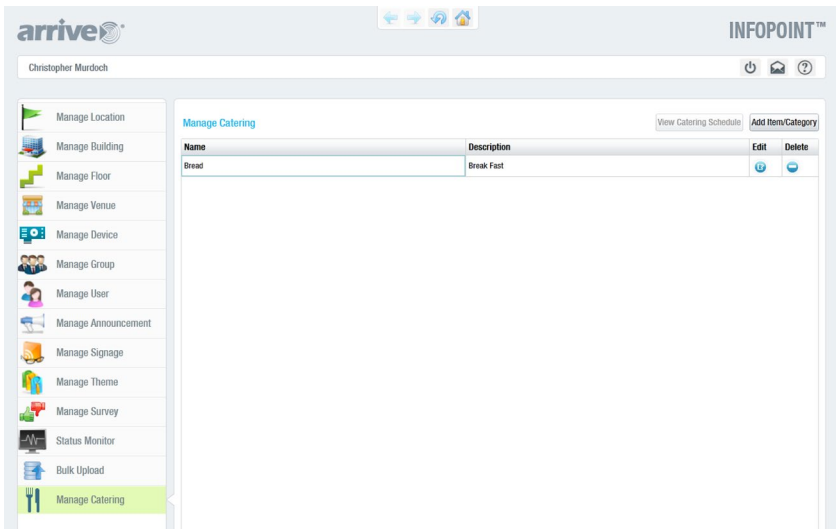
Figure 67: Managing Catering

The list of existing categories of food items are displayed. You can add, delete, or edit categories from the homepage.

Adding an Item/Category

1. Click on the A**dd Item/Category** Button. The screen below is displayed. There are three tabs;
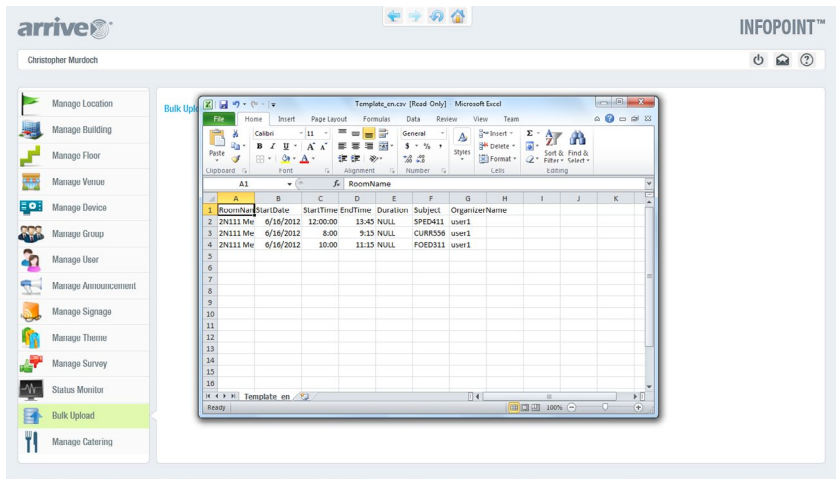   **Main Category**, **Sub Category** and **Catering Item**. By default, the Main Category tab is open.

Figure 68: Add Main Category

The dialogue box prompts for Main Category Name and Main Category Description. Enter the details and click on Save. The Main Category details are stored.

You can add the following fields from the screen.

Field	Description
Main Category Name	Name of the Main Category
Main Category Description	Description of the Main Category

2. Click on the **Sub Category** tab. The screen below is displayed.
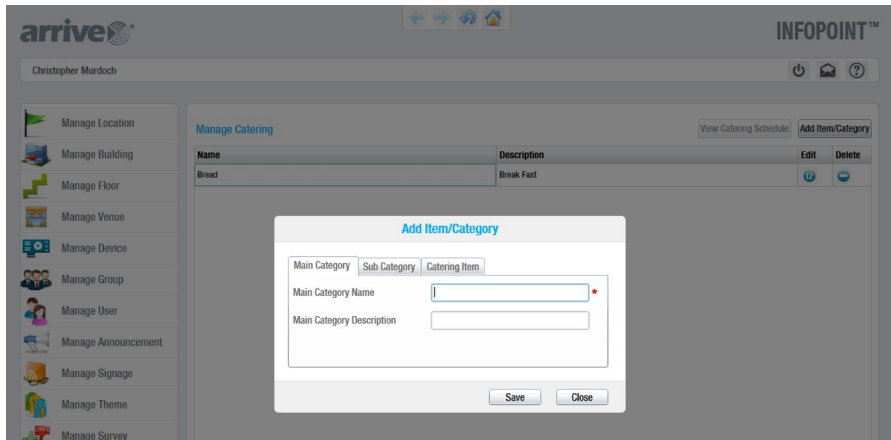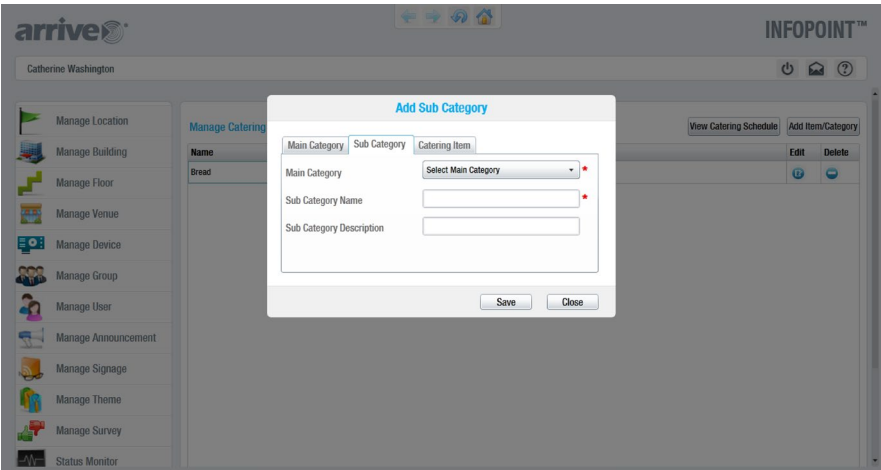

Figure 69: Add Sub Category

The dialogue box prompts for Main Category, Sub Category Name and Sub Category Description. Enter the details and click on **Save**. The Sub Category details are stored.

You can add the following fields from the screen.

Field	Description
Main Category	Select the Main Category to which the sub category belongs.
Sub Category Name	Name of the Sub Category
Sub Category Description	Description of the Sub Category

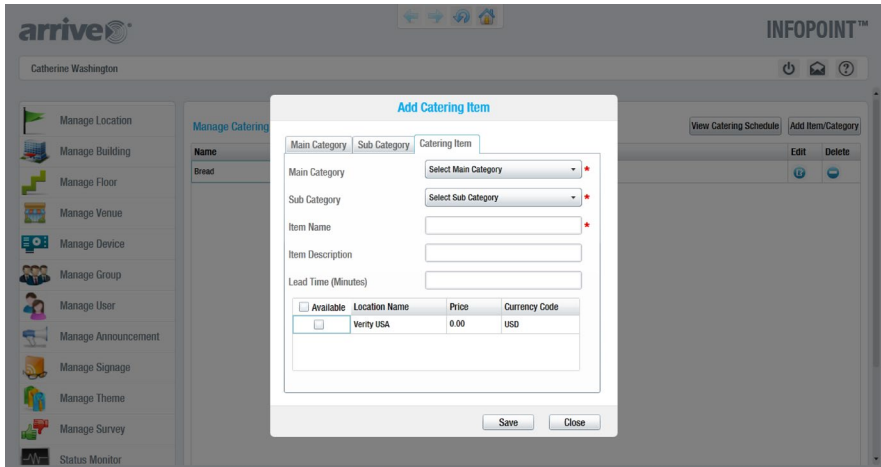3. Click on the **Add Catering Item** tab. The screen below is displayed.

Figure 70: Add Catering Item

The dialogue box prompts for Main Category, Sub Category, Item Name, Item Description and Lead Time. Enter the details, select the location where the item will be available and click on Save. The Catering Item details are stored.

You can add the following fields from the screen.

Field	Description
Main Category Name	Select the Main Category to which the catering item belongs.
Sub Category	Select the Sub Category to which the catering item belongs.
Item Name	Name of the Item.
Item Description	Description of the item.
Lead Time in mins	The lead in mins for the item to be made available.

Edit the Items

In the **Manage Catering** home page, click on the main category. All the sub categories belonging to it are listed. Click on the sub category and the items belonging to the sub category are listed.

You can click on the **Edit** button next to the Main Category or Sub Category or Item to edit the required.
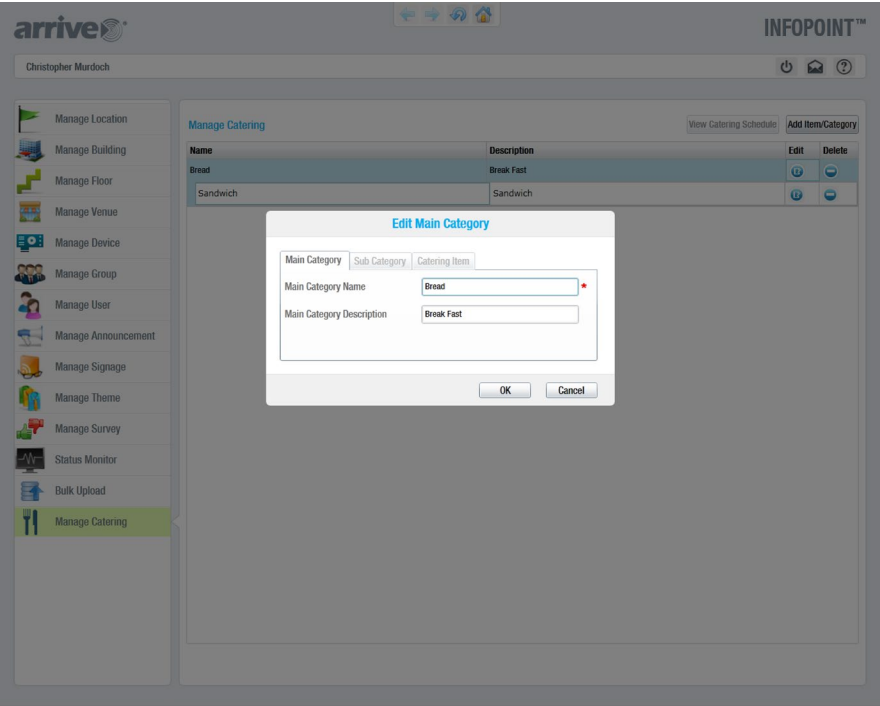

Figure 71: Edit Main Category

Figure 72: Edit Sub Category

Figure 73: Edit Catering Item

Delete the item

In the **Manage Catering** home page, click on the main category item. All the sub categories below it are listed. Click on the sub category and the items belonging to the sub category are listed.You can click on the **Delete** button next to the Main Category or Sub Category or Item to edit the required.
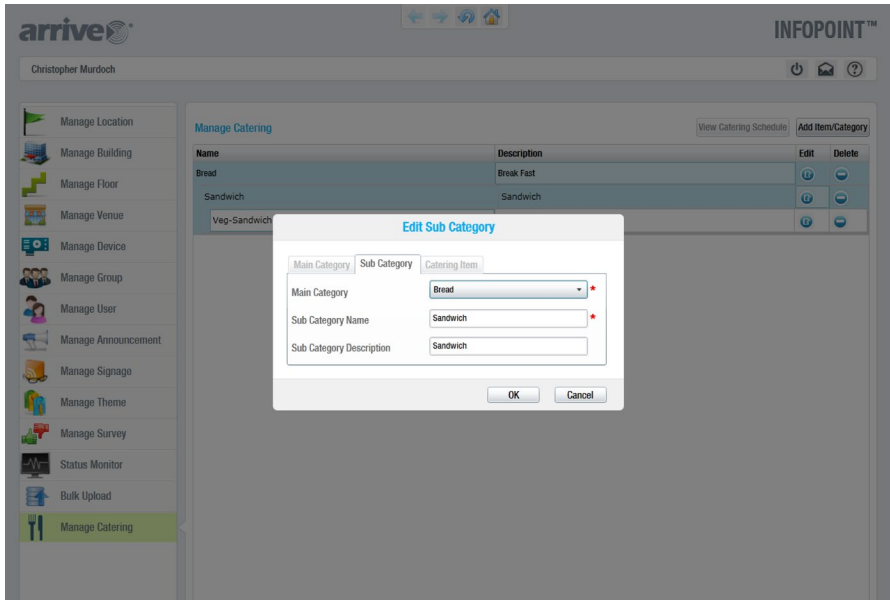

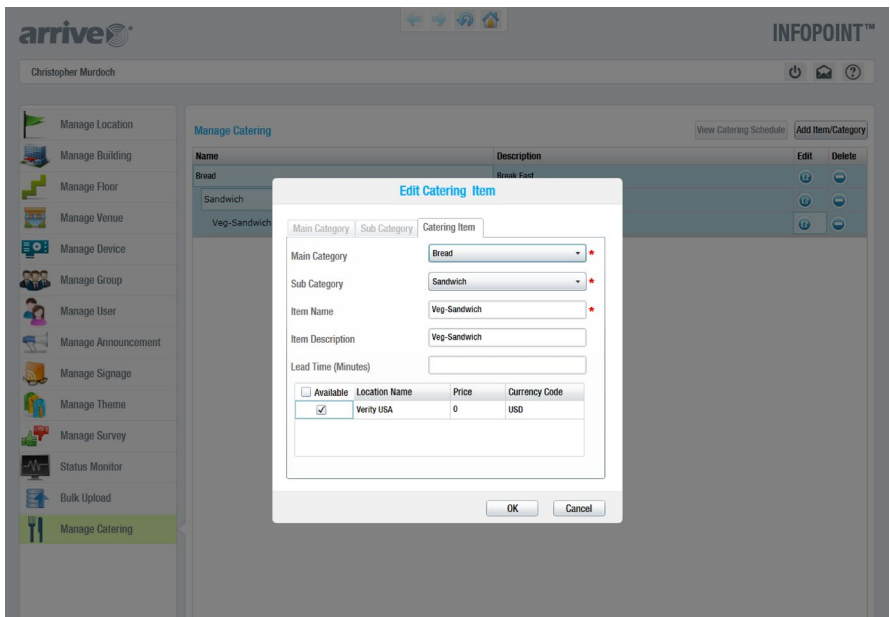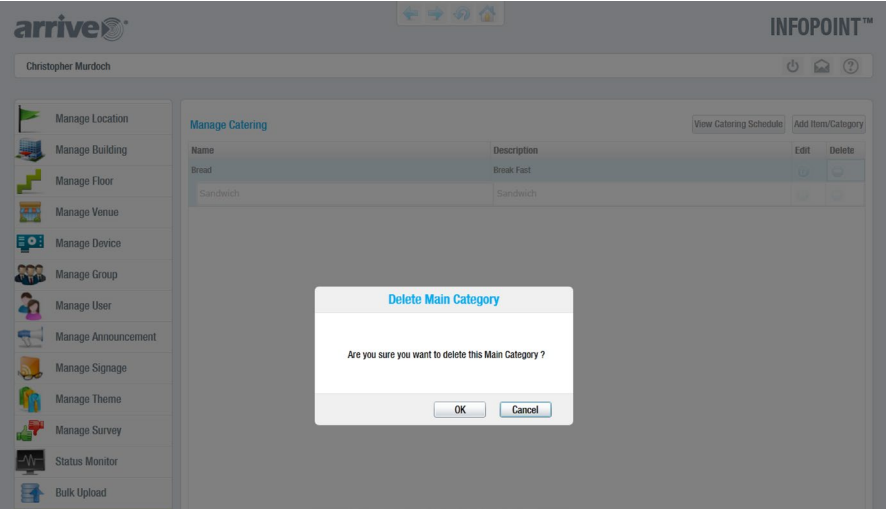Figure 74: Delete Main Category
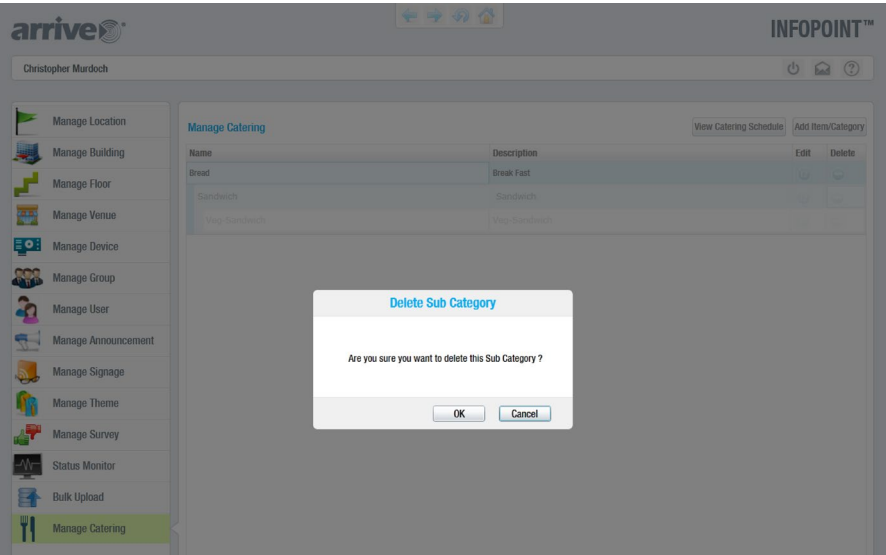
Figure 75: Delete Sub Category
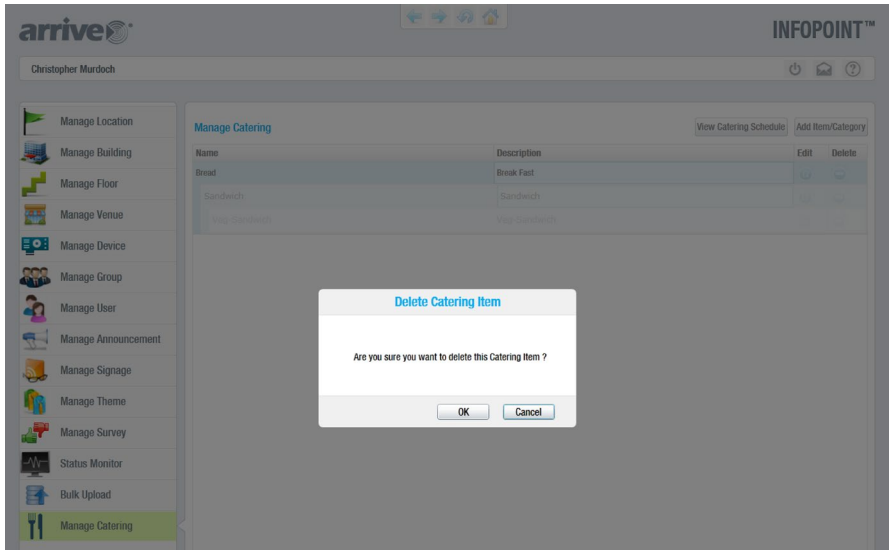
Figure 76: Delete Catering Item

2.1.2.15 App Push

The user can upgrade the device from the Web Application.
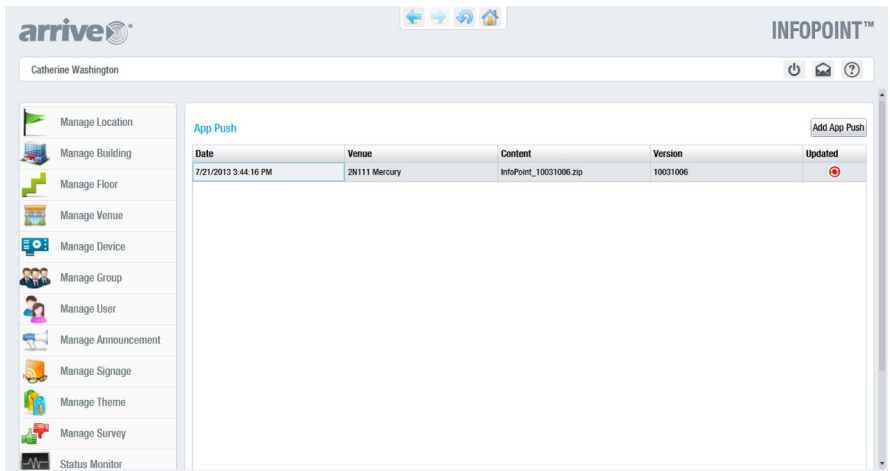
Figure 77: App Push

1. Click on **App Push**. The below screen is displayed.
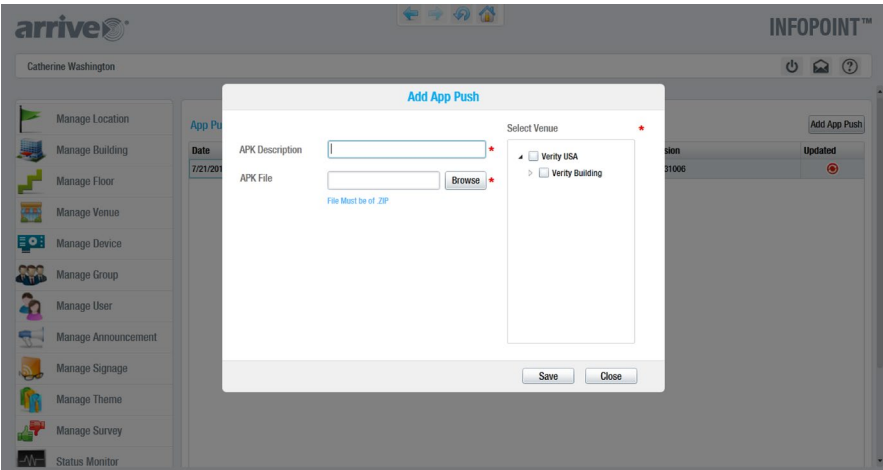
Figure 78: Uploading the APK File

Browse and upload the APK file in ZIP format. Select the Venue for which the upgrade is applicable. Click on **Save.**

2.1.3   View Report

1. Click **View Report** from the Manage Resources home page. The View Report home page is displayed. Using this option the reports of various forms can be captured.
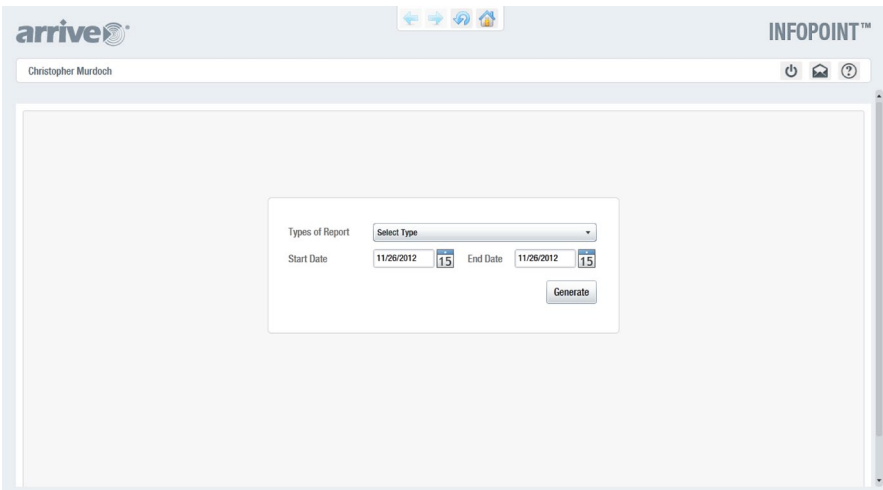
Figure 79: View Reports

Reports can be generated based on **Organizer Schedule**, **Organizer Availability** or **Organizer Utilization**. After selecting the report type from one of the above, the interface further gives an option of narrowing down the report. The below screen shots display the steps of report generation.
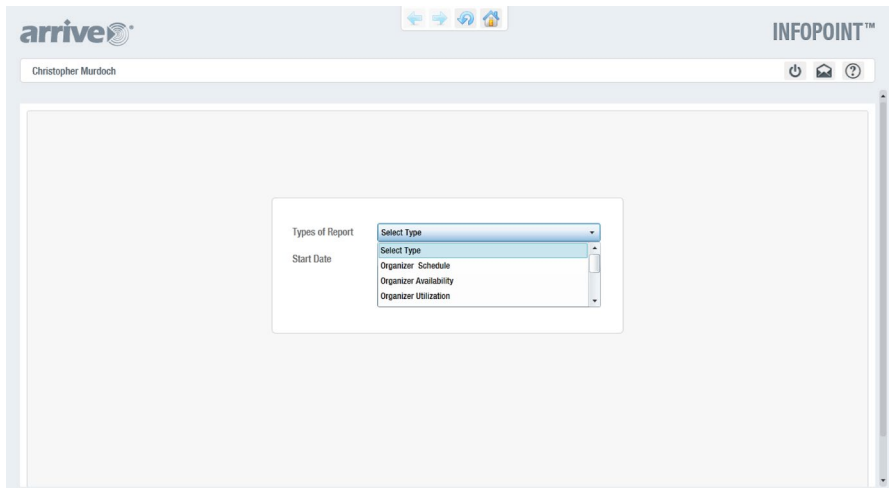
Figure 80: Report Filters-1
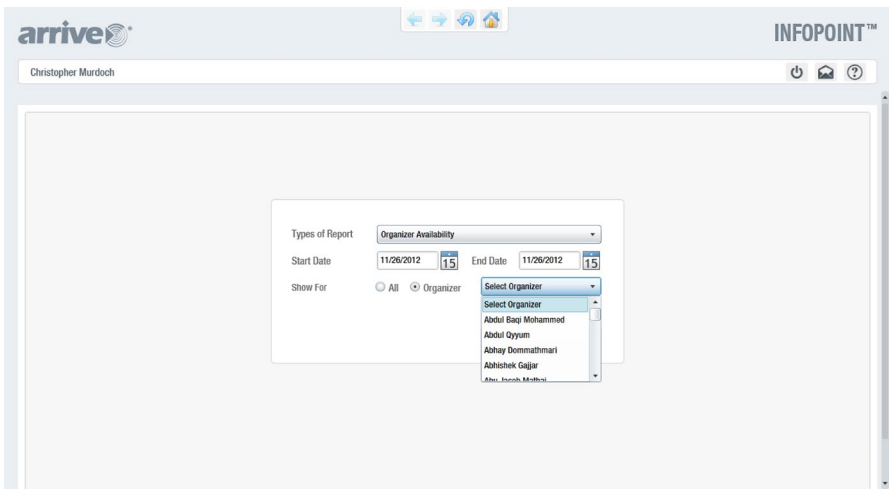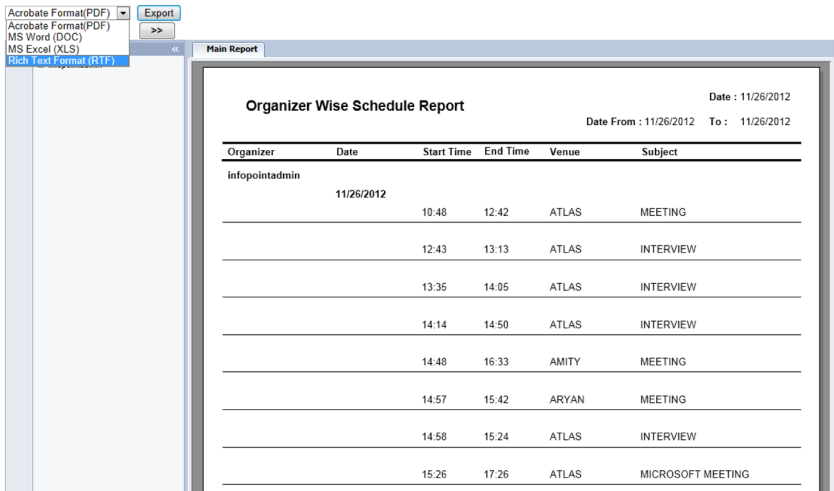
Figure 81: Report Filters-2

2. Click On **Generate**.

The screen below contains a sample report.

Figure 82: Sample Reports

The reports can be exported to 4 file formats namely **PDF**, **Word Document**, **Excel Sheet** or **Rich Text Format**.

2.1.4   Miscellaneous
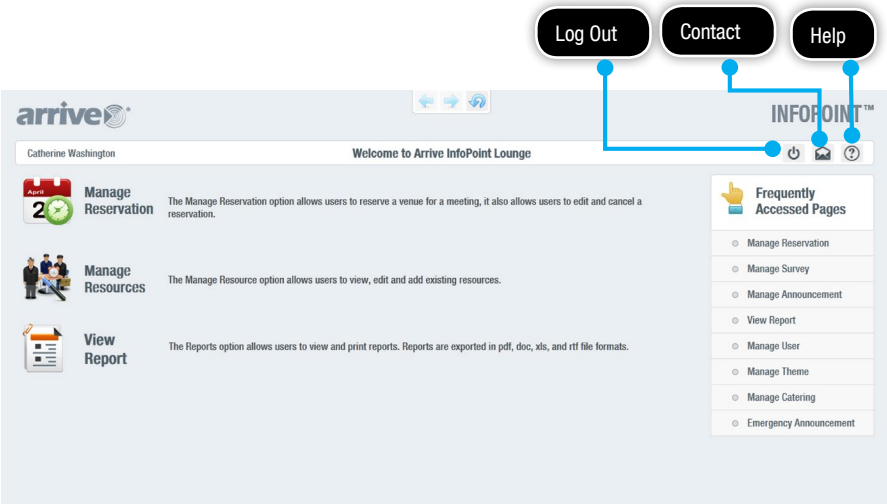
Figure 83: Miscellaneous

Logout

1. Click ⏻ . The currently logged in user is logged out and the Login Page is displayed.
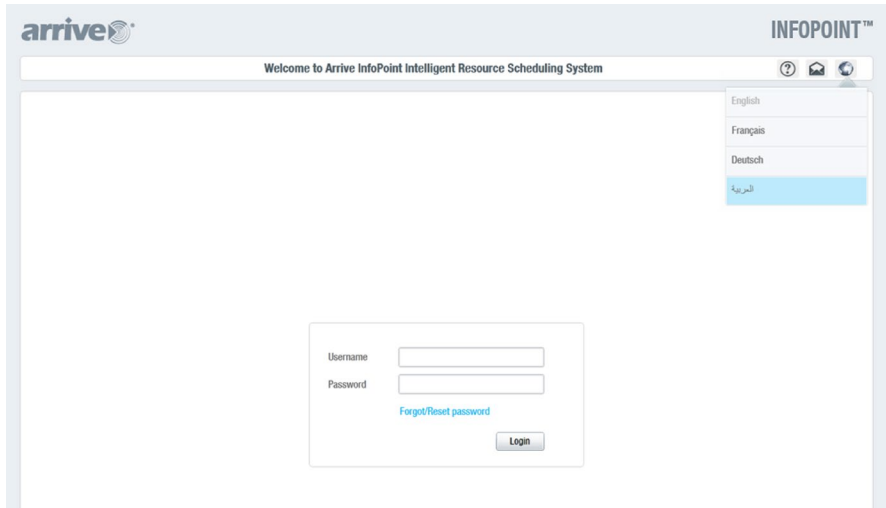
Figure 84: Login Page

Help

1. Click ⑦ . The following screen is displayed.
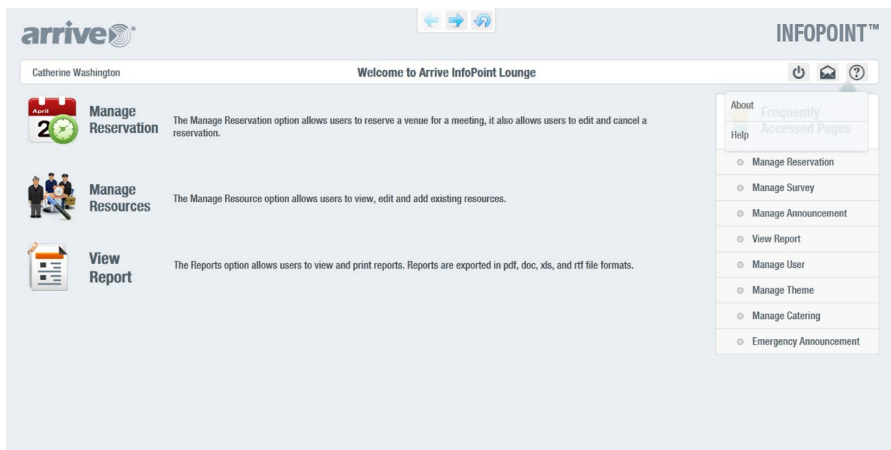
Figure 85: Help Main

2. Click on **About**. The screen displaying the details of the software is displayed.
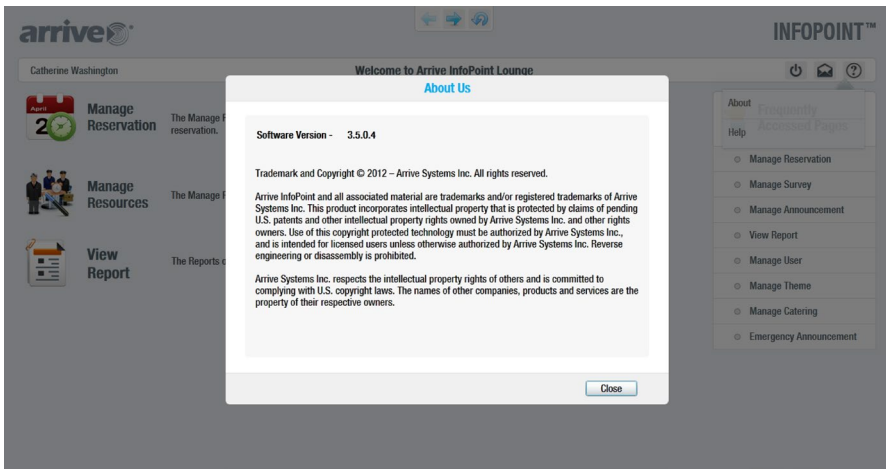
Figure 86: About

Click on **Close**. The window closes.

3. Click on **Help**. The mail interface with a predefined address is displayed. The help query can be mailed to the address.
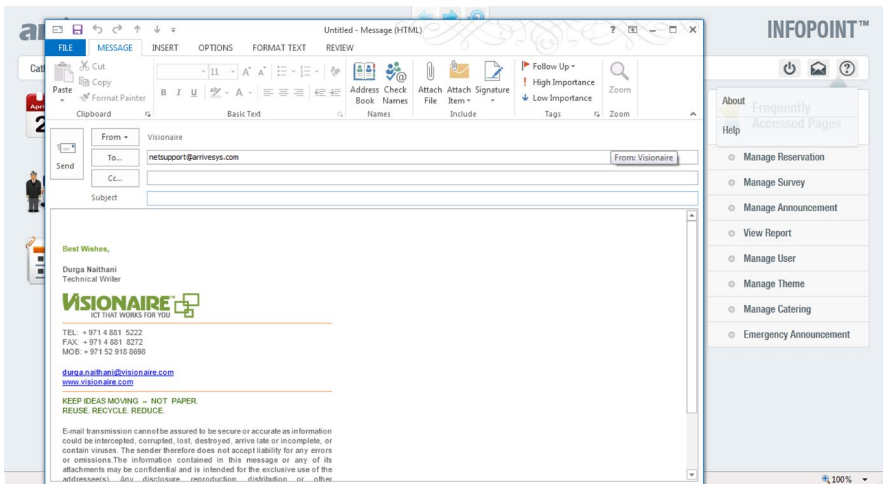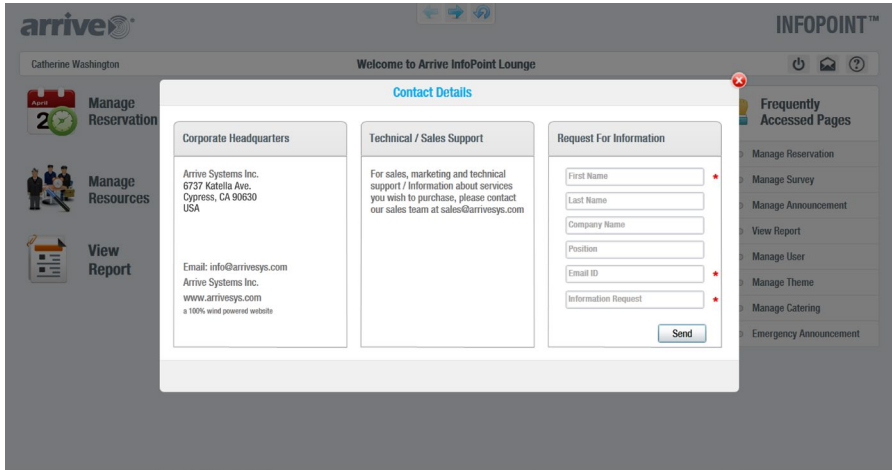
Figure 87: Help

Contact

1. Click ✉. The contact details screen is displayed. Request for information can also be filled and sent.

Figure 88: Contact

2.2 Using the Device

You can access the application from a InfoPoint device (Arrive InfoPoint™ ID 800) placed outside the room to make the necessary reservation, view the calendar, add notes, and view the venue information.

Based on the venue type selected(meeting room or class room), the user interface supported by the device will vary slightly. Both the interfaces are depicted below.

2.2.1 Booking a Room

Note: Supported if the venue type is a meeting room.

1. Click on the **Book** button. The home page is displayed.

For an authorized venue:

   a. Please enter the login credentials to proceed. Note that the login details are registered as Organizer details. After successful login, enter the meeting details.

Figure 89: Login
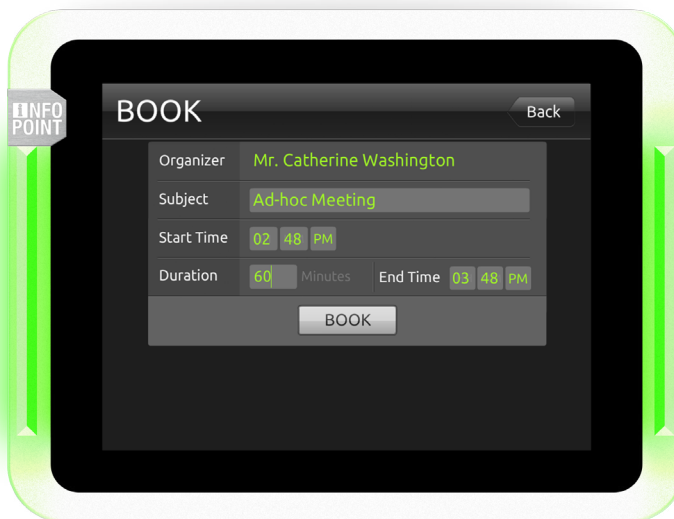
Figure 90: Login Details

For an un-authorized venue:

    a. Enter the meeting details.

Figure 91: Enter Meeting Details

The following fields need to be populated.

Field	Description
Subject	Enter the meeting subject.
Start Time	Enter the meeting start time.
Duration	Enter the duration in minutes.
End Time	Enter the end time of the meeting. Note: This field also automatically populated when the Duration is entered.

Note: The minimum duration for any meeting is 10 minutes.

b. Click on the Book button.

2. The booking details are displayed.

The device glows red if the room is busy or or else glows green.

Figure 92: Busy Room Status
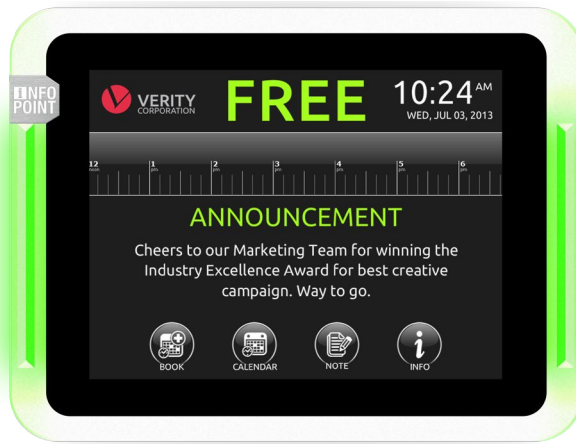
Figure 93: Free Room Status

2.2.2 Managing Meetings

The device displays the reservation information. You will need to click the **TAP TO CHECK IN** option to enable the meeting.

Note: If the meeting is not enabled within ten minutes of meeting start time, the meeting is cancelled.

1. Click on **TAP TO CHECK IN**. The meeting is enabled.
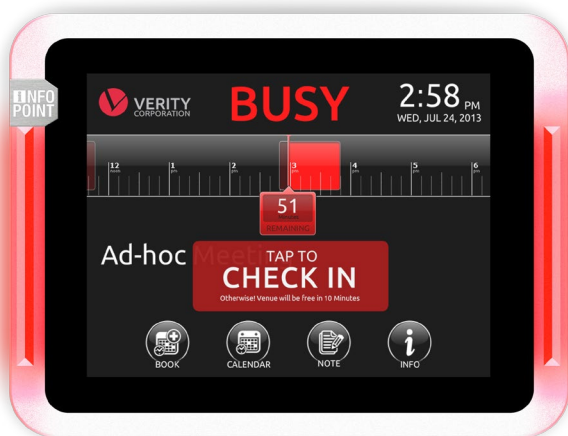
Figure 94: Enable the meeting

2.2.2.1 Modifying a meeting

You can **Extend** or **End** the current meeting. Click the red indicator, the **Extend** and **End** buttons appear on the device.

Figure 95: Modifying the meeting

1. Click **Extend**. A time bar, showing 5 minute intervals is displayed. Drag the slider to extend your meeting. Click **Extend** to proceed.

Note: The current meeting can be extended maximum upto an hour.
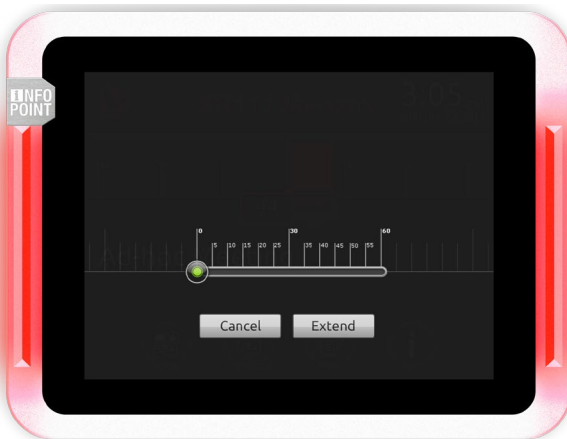
Figure 96: Extending a meeting

2. You can also **End** the current meeting. Click **End on the indicator**. Confirm by clicking **End** in the dialogue box.
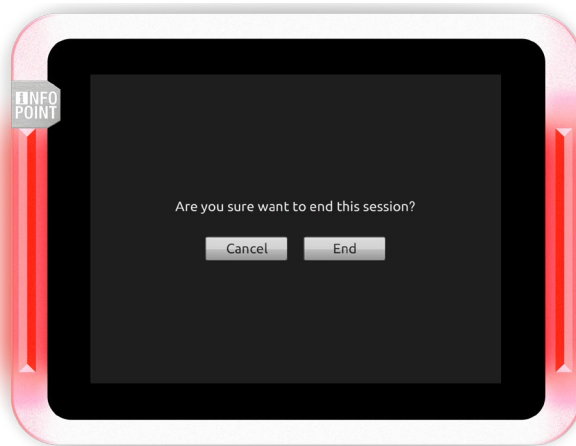
Figure 97: Ending the meeting

2.2.3   Viewing the Calendar information

Note: Supported by both the venue types.

1. Click the **Calendar** button on the device. The complete reservation details of the meeting room /class room is displayed on a daily basis.
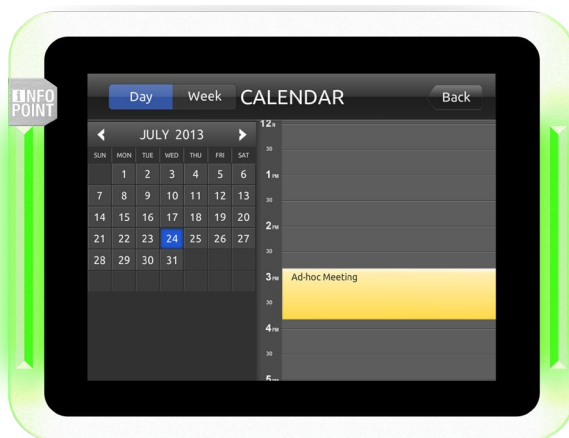
Figure 98: Calendar View- Daily

The display view can be changed to weekly mode. Click on **Week** tab.
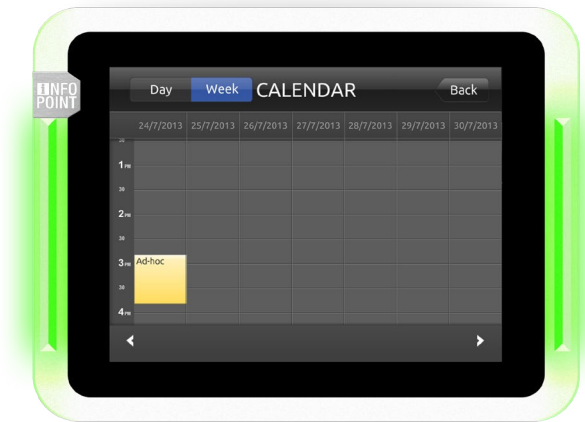
Figure 99: Calendar view- Weekly

2.2.4 Adding a Note

Note: Supported by both the venue types.

You can use the **Note** button to add and display important information during the meeting. This needs a secure connection.

1. Click on **Note**. Enter your login credentials to proceed.

Figure 100: Note Login details

2. Enter the contents for display, the duration of display and click Apply.
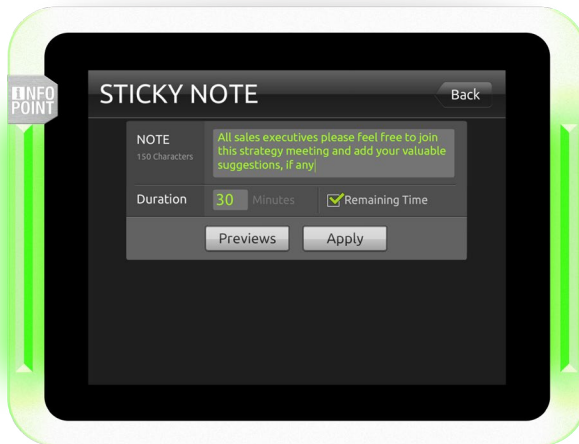
Figure 101: Sticky Note details

3. The note is displayed on the device**.**

Figure 102: Sticky Note Display

Note: Sticky note is retained till the end of the meeting.

2.2.5 Retrieving Venue Information

1. Click on **Info**. The venue information is displayed.

Note: Supported by both the venue types.

Figure 103: Venue Information

Note: If any of the devices are found faulty, the user can Click on **Report Error**. Error will be reported through mail to the configured mail ID automatically for rectification purpose.

2.2.5.1 Changing Venue Settings

Click on the [icon]. The following screen is displayed. The user is required to authenticate and proceed.
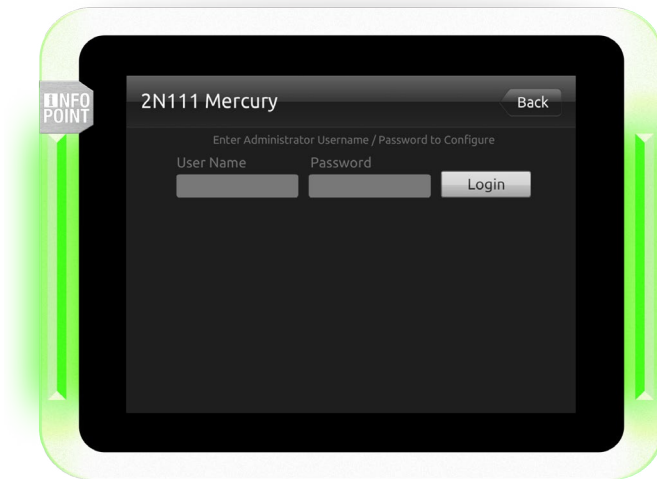
Figure 104: Login Authentication

On authentication, the settings home page is displayed.

Figure 105: Settings Home Page

The user can change The Server details, the Venue details or Reboot the system from here.

2.2.6   Survey

Note: Available if the Venue-type is Classroom.

Click on the **Survey** Button.
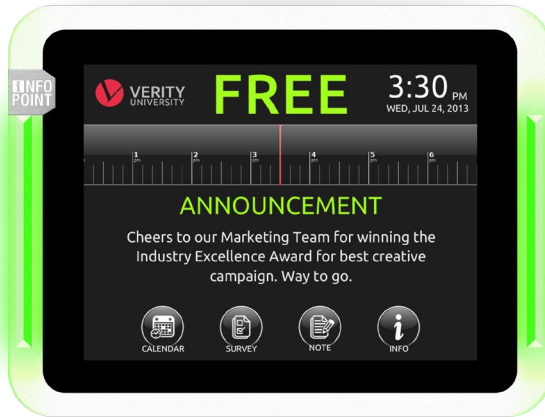
Figure 106: Survey Home

The active survey is displayed. Fill in the survey and click on Finish.

Note: The image below is a test survey.

Figure 107: Sample Survey

The survey results are displayed.
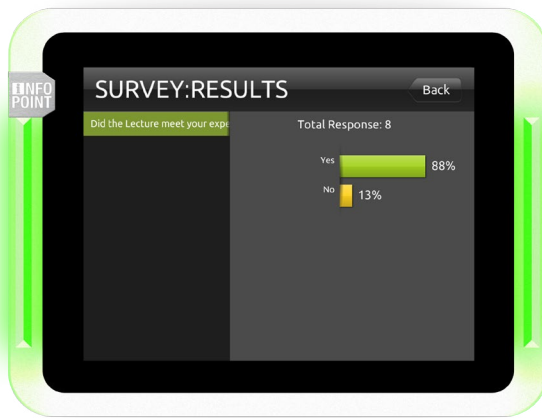
Figure 108: Survey Results

Click on **Back** to return to the main window.

2.3 Using Calendar Systems

InfoPoint application can be integrated with MicroSoft Exchange; accessed through MS Outlook for making reservations.This option has few pre-requistes. Refer to the InfoPoint Pre-Installation Checklist manual to complete the same.

1. In Microsoft Outlook click on click on **Calendar**.
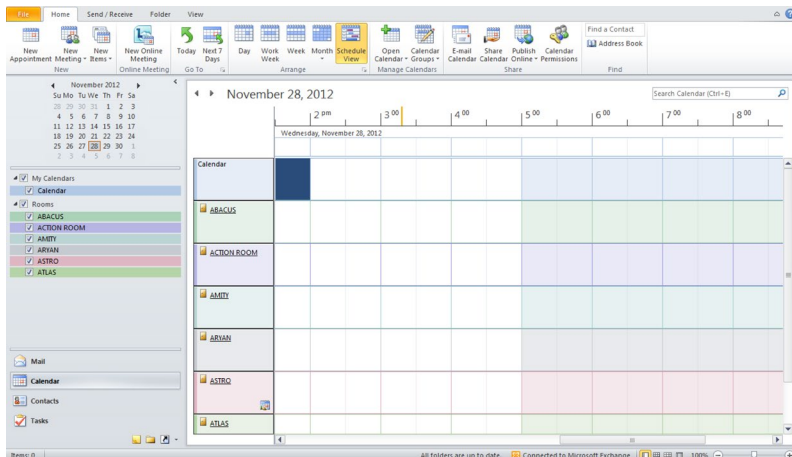
Figure 109: Calendar HomePage

2. Select the room. Double click on the timebar.
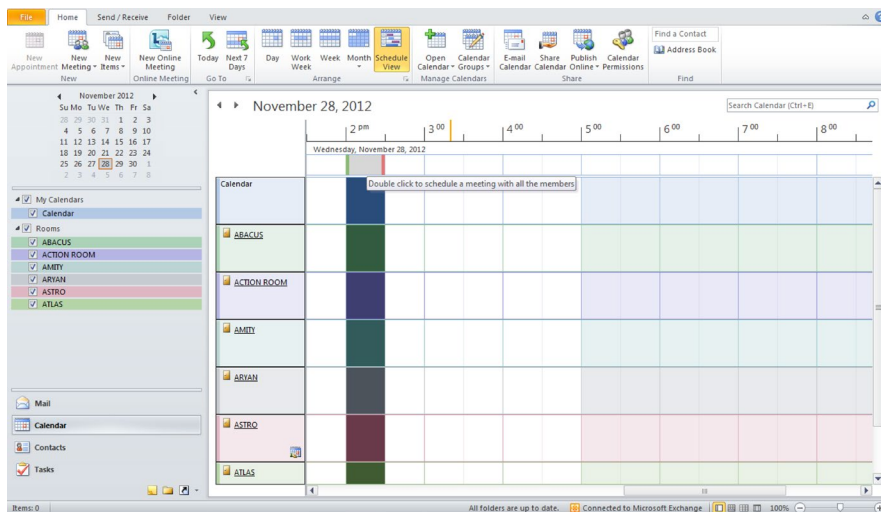
Figure 110: Initiate Reservation

3. Enter the subject of the meeting. Note that the **Room name** is already added to the '**To**' list. You can add the list of attendees to whom the invite needs to be sent out to the list. Click on **Send**.
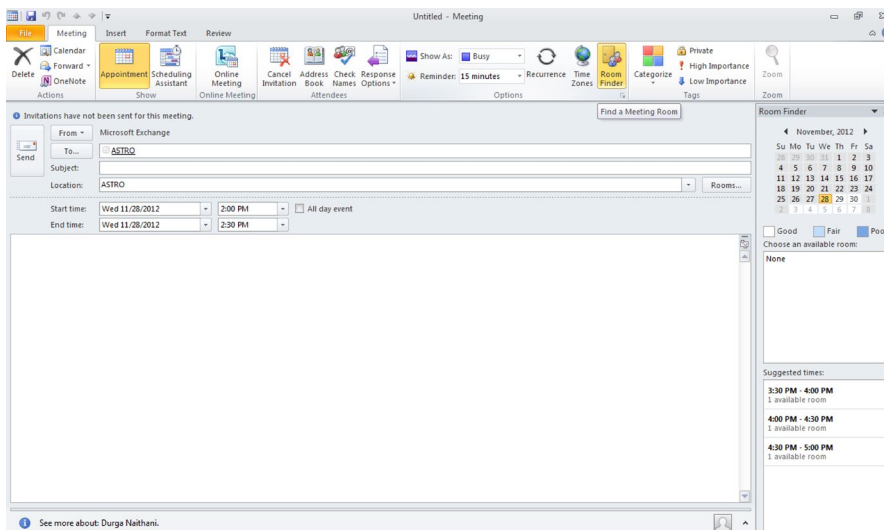
Figure 111: Furnishing the meeting details -1
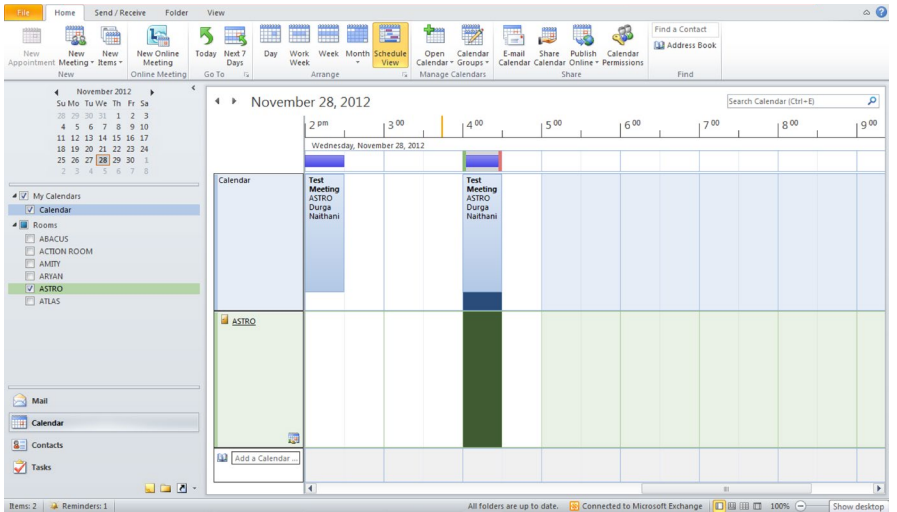
Figure 112: Furnishing the meeting details -2

Figure 113: Furnishing the meeting details -3
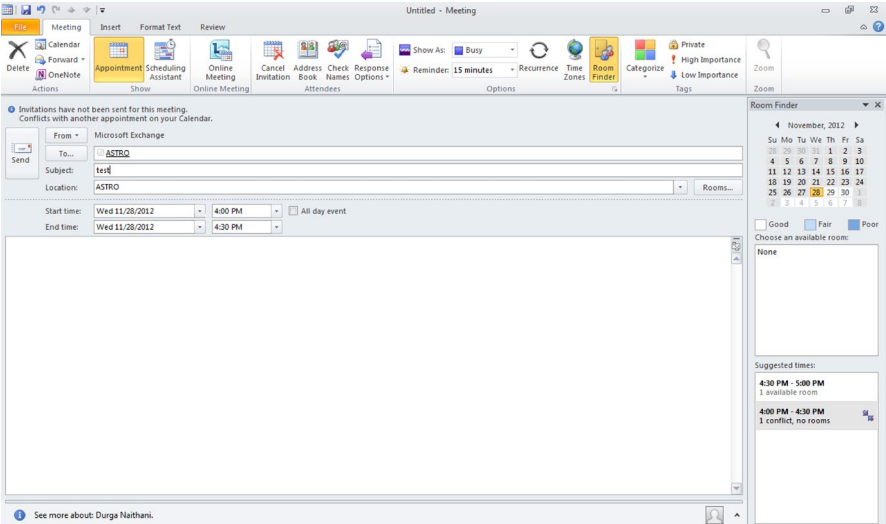
Figure 114: Furnishing the meeting details -4
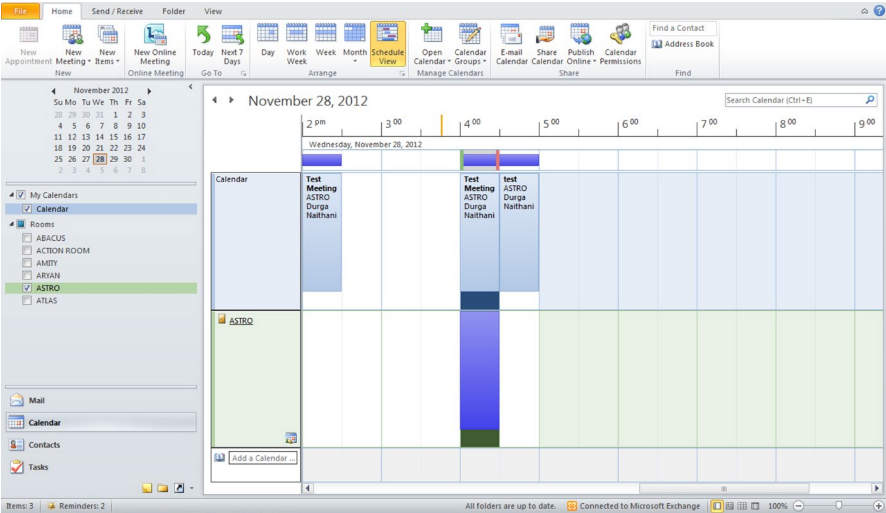
Figure 115: Furnishing the meeting details -5

Arrive CarePoint Foundation Software Support Services

Thank You for choosing us to serve you. Your suggestions for Arrive InfoPoint™ are welcome.

Support Coverage and Additional Resources

Customers are our top priority and the lifeline of our organization. We consistently operate with our customers' best interests in mind and offer professional assistance - through online self-service options, world-class phone support, and a network of business partners, certified consultants, and authorized training centers.

Arrive Support and Services teams deliver an innovative advisory approach to help Arrive customers better utilize and derive more value from Arrive solutions. In addition to answering questions and resolving technical concerns, Arrive proactively offers valuable advice on using Arrive solutions to their fullest potential- helping customers realize a higher return on investment by:

- **Gaining greater insight into business activities.**

- **Operating business more effectively by maximizing the capabilities of Arrive solutions to improve business processes.**

- **Improving business efficiency by leveraging Arrive solutions to reduce the time, resources, effort, and cost of operations.**

Arrive CarePoint provides customers with access to a variety of valuable services, such as:

- **Optimizing the effectiveness and efficiency of Arrive solutions to achieve business results.**

- **Troubleshooting or resolving technical and non-technical issues that may be encountered during Arrive software installation or use.**

- **Identifying and recommending where additional product training would be of value.**

- **Determining the need and referring appropriate resource(s) to assist with non-Arrive issues.**

The first year of Software Support and Maintenance is required with your initial purchase. Subsequent years of Support and Maintenance may be renewed yearly. Customers who have not purchased or do not have a current support CarePoint plan in place will not be able receive the full benefits of Arrive's CarePoint support and

maintenance services.

With up to date Software Maintenance coverage you will receive personal, written (email) or verbal (by phone) answers to all technical questions. Responses to most inquiries are usually received in the same business day, often within minutes to an hour of receipt. Answers come directly from an experienced Arrive technical support specialist, involving members of our software development team whenever necessary. Support inquiries may include requests for help with any aspect of the software's implementation: installation, configuration, testing, troubleshooting. You may also request help to meet unique requirements, specific to your own implementation.
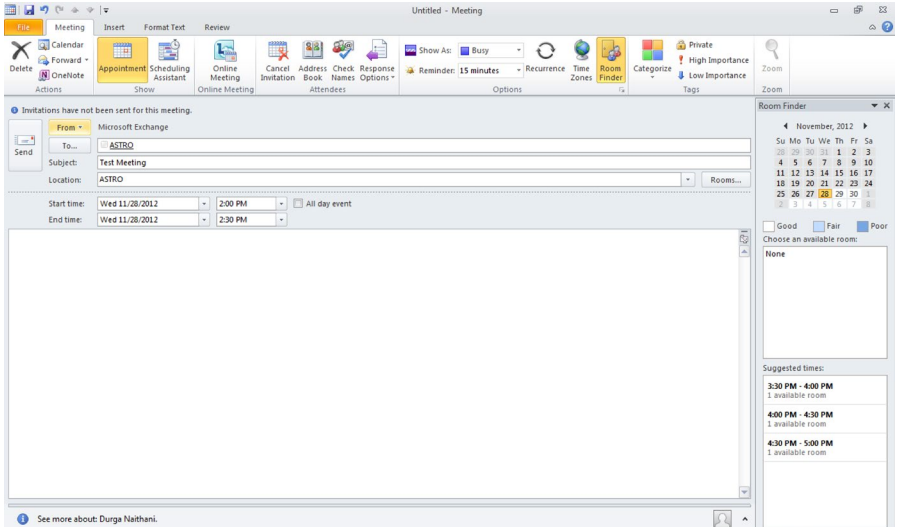
When new versions become available, software upgrades are free to all customers with current CarePoint Foundation Maintenance coverage. Customers with current maintenance coverage may purchase additional software and device licenses without having to repurchase the original installation.

Through ongoing interaction with end users, our software is always improving and enhancing it's functionality. If existing functionality does not meet your requirements, you may make a request for enhancements or feature upgrades. Arrive Technical Support will work directly with you and our Development team to understand your requirement and determine if an enhancement can be made available. Whenever possible, requested feature enhancements are developed and released as part of the continuous improvement plan phased out releases and

you can be assured that new features will be available in the next released version.

Technical Support is available in two time zones - PST Monday - Friday, 9:00am - 5:00pm (excluding some holidays) and GMT+4.00 Sunday - Thursday, 9:00 am - 5:00 pm. Please allow up to 24 hours for response, though most inquiries are responded to same business day and often within minutes of receipt.

To make a technical support request, please contact Arrive Technical Support (netsupport@arrivesys.com).

Additional Resources

Our goal is to ensure that our customers receive exceptional service from the best resource available to answer questions quickly and accurately. We work to resolve our customers' product-specific questions and concerns however, when customers are experiencing issues outside the scope of Arrive products, we will refer customers to the appropriate resource who is best equipped to assist with those issues. These resources may be the customer's internal personnel, an Arrive-authorized business partner, a certified consultant, or a third-party provider. Arrive Professional Services and Arrive Academy teams also offer a wide variety of services.

Topics that are not covered under an Arrive CarePoint program, where an Arrive Customer Support team member will proactively provide the most appropriate alternative resource, include:

Training-Arrive Academy is the best resource for training, offering classroom training, real-time Learning, custom training, self-study guides, and an annual customer conference. Visit Arrive Academy to search and register for courses and products, monitor your learning progress through training tracks, and join online communities with product experts and other customers.

- Performing software, product, application, or job-related activities, such as software installation, data entry, creating reports, etc.*

- Assisting with third-party software (installation, training, trouble-shooting, integration, etc.).

- Providing organization-specific consulting or consulting advice.

- Repairing data or database issues caused by user error or third-party software.

Please refer to the following Support Coverage charts for additional information and resources. For additional questions, please contact Arrive Customer Care at netsupport@arrivesys.com.

*Please note that references in this document to third-party software, products or applications, does not encompass all third-party software, products and applications that Arrive provides (directly or through an authorized Arrive Business Partner) as part of a customer's solution.

Arrive CarePoint Support Coverage - Care Plans

Category	CarePoint Service Coverage	Outside of CarePoint Service Coverage	Additional Resources
Installation and Upgrades	• Clarification of any installation or upgrade steps. • Troubleshooting problems encountered during installation and upgrades. • Arrive core product installation. • Automatic upgrades for non-customized environments.	• Step-by-step installation assistance. • Local (on-site) or remote (via Terminal Services, GoToAssist, etc.) installation services. • Consulting services to install or resolve non-Arrive installation issues specific to your organization's technical environment.	• Your Arrive-authorized Business Partner. • Arrive Professional Services. • Your own IT staff.
Setup, Configuration and Data Conversion	• Clarification of what out-of-the-box fields and tables mean and how they are used. • Troubleshooting problems encountered during Arrive setup and configuration. • Recommendations on usage of Arrive products in your organization.	• Consulting services, such as gaining an in-depth understanding of your organization's needs and customizing your configuration to meet those needs. • Configuring third-party applications. • Creating or troubleshooting customizations (i.e. HTML, SQL scripts and triggers, etc.). • Training.	• Your Arrive-authorized Business Partner. • Arrive Professional Services. • Arrive Products and Solutions. • Arrive Training. • Your own IT staff.

Data Entry/ Product Operations	• Guidance on how to fix problems created by incorrect data entry through the Arrive product interface. • Clarification of what out-of-the-box fields mean or processes you may find confusing. • Troubleshooting problems encountered with data entry or product operations. • Troubleshooting Arrive product-related errors and messages.	• Analyzing your individual data entries. • Advice regarding how to configure the system for your environment • Training • Assistance with data entry or manipulation outside the Arrive product interface.	• Your Arrive-authorized Business Partner. • Professional Services. • Arrive Training. • Your own IT staff.
Import/Export	• Guidance on proper format for importing data into your Arrive product. • Troubleshooting errors encountered when using Arrive data import and export tools.	• Exporting data from third-party software or validating/formatting it for you, so that it can be imported into your Arrive product. • Creating your data definition files or mappings for data import. • Importing data into a third-party product. • Usage and configuration questions on third-party products. • Training.	• Your Arrive-authorized Business Partner. • Arrive Professional Services. • Arrive Training. • The third-party software publisher.

Reporting and Groups	• Clarification of what various reporting options mean. • Troubleshooting problems encountered when setting up or running out-of-the-box reports.	• Creating or designing reports or groups for you. • Troubleshooting problems encountered with customized reports or groups, third-party reporting programs or tools (formatting formulas, parameters, etc.). • Assistance connecting your Arrive data to third-party reporting tools. • Training on use of third-party products.	• Your Arrive-authorized Business Partner. • Arrive Professional Services. • Arrive Training. • The third-party software publisher. • Your own IT staff.
Hardware, Operating Systems (OS), Database Platforms, Internet Information Server (IIS), Browsers, etc.	• Clarification of system recommendations and requirements. • Guidance on specific configuration settings required by your Arrive product. • Assistance with management and monitoring of servers, database platforms, IIS and other server-side components	• Installation. • Configuring vendor systems (desktop operating systems, Microsoft Server and/or SQL Server, IIS, SMTP, remote services, etc.). • Troubleshooting stability, performance or other problems. • Troubleshooting operating system issues—firewall, antivirus, permissions, etc. • Troubleshooting, installation, or configuration of your virtual environment (Citrix, HyperV, etc.). • Assistance with installation or set up of email browsers, etc. • Assistance with printer connectivity or configuration. • Training.	• Your own IT staff. • Your Arrive-authorized Business Partner. • Arrive Professional Services. • Your hardware, OS, database, IIS, or browser vendor.

Network Connectivity	• Troubleshooting connectivity issues within your Arrive product when your supported network infrastructure is otherwise working. • Troubleshooting connectivity to Arrive Server environment.	• Troubleshooting internet connectivity. • Troubleshooting other connectivity issues that exist outside of your Arrive product. • Assistance with unsupported networks. • Installation, troubleshooting or configuration of network(WAN/LAN) security/cards/cabling/hardware/software. • Training.	• Your own IT staff. • Your Internet Service Provider (ISP). • Your Arrive-authorized Business Partner. • Arrive Professional Services. • Your external vendor.
Performance	• Troubleshooting Arrive performance-related issues. • Clarification and guidance on performance-related configuration settings required by your Arrive product.	• Configuring and troubleshooting vendor systems (desktop operations systems, Microsoft Server and/or SQL Server, IIS, SMTP, firewall, antivirus, security, remote services, etc.). • Troubleshooting stability, performance or other problems with hardware, operating systems (OS), database platforms, Internet Information Server (IIS), browsers, etc.	• Your own IT staff. • Your Internet Service Provider (ISP). • Your Arrive-authorized Business Partner. • Arrive Professional Services. • Arrive Community. • Your external vendor.